

# **DHS I&R Desk**

## **Community Referral Packet**



Last updated in September 2014  
Allegheny County Department of Human Services  
Office of Community Relations  
DHS Information & Referral Desk – 412-350-6778 or 412-350-2441  
Any suggestions/corrections are welcome  
One Smithfield Street, Suite 100, Pittsburgh, PA 15222  
[www.alleghenycounty.us/dhs/i-r.aspx](http://www.alleghenycounty.us/dhs/i-r.aspx)

## About the Department of Human Services, Information and Referral Desk, Community Referral Packet

This resource guide was created to assist human service professionals in finding referrals for the individuals and families they serve. It is the sincere hope of those who gathered this information that it is a helpful tool.

The information in this DHS I&R Desk, **Community Referral Packet** is in no way meant to be a comprehensive guide to every service throughout Allegheny County. Inclusion in this packet does not necessarily represent endorsement of the organization or its program nor does exclusion represent lack of endorsement.

### Additional Resource Tools

The **Community Referral Packet** has gone through a number of changes. Some of the information from previous Community Referral Packets can be found in the guides below.

#### Dental/Vision/Hearing, Health Clinics, Health Insurance

##### Allegheny County Underinsured/Uninsured Resource Directory

[www.achd.net/chrond/pubs/pdf/Insuredlinked.pdf](http://www.achd.net/chrond/pubs/pdf/Insuredlinked.pdf)

#### Drugs/Alcohol, Drugs/Alcohol Support Groups, Dual Diagnosis, Mental Health, Mental Health – Children & Adolescents

**Where to Call** – directory of main numbers for mental health and substance use disorder service providers [www.alleghenycounty.us/dhs/guides.aspx](http://www.alleghenycounty.us/dhs/guides.aspx)

**Community Resources for People with Disabilities** is a resource guide detailing local and national resource information for those with any disability. [www.alleghenycounty.us/dhs/guides.aspx](http://www.alleghenycounty.us/dhs/guides.aspx)

[www.familyresourceguide.org/index.aspx](http://www.familyresourceguide.org/index.aspx) provides resources for children birth to 21 with developmental delays, disabilities and special healthcare needs in and around Allegheny County.

**The United Way** offers additional resource support. Dial 2-1-1 or 888-553-5778 or 7-1-1 if hearing impaired, or e-mail: [info@pa211sw.org](mailto:info@pa211sw.org) or for an extensive directory of health and human services in our region. Website access: [www.Pa211sw.org](http://www.Pa211sw.org)

The **DHS Information & Referral (I&R) Desk** was created to assist human service professionals in identifying resources for consumers, both within the DHS system and throughout the community.

[www.alleghenycounty.us/dhs/i-r.aspx](http://www.alleghenycounty.us/dhs/i-r.aspx)

- Provide assistance to DHS Provider staff to navigate through the DHS system. Answer general questions about DHS services/support offices and consult on a case-by-case basis how DHS services may assist a consumer.
- Assist and train both DHS Staff and other helping professionals to identifying any resources in the community that may assist the consumer (i.e. food, clothing, shelter, counseling, support groups, drug/alcohol support, etc.).
- Reachable Monday-Friday 8:30 to 4:30 by phone or email. Requests for information will be answered within 3 business days.

**Samantha Murphy**, 412-350-2441, [Samantha.Murphy@alleghenycounty.us](mailto:Samantha.Murphy@alleghenycounty.us)

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The information furnished in this resource guide is not meant to be comprehensive listing of every service throughout Allegheny County. Information listed about agencies or programs may or may not be directly associated with Allegheny County Department of Human Services contracts. Inclusion of these guides/links does not necessarily represent endorsement of the organization or its program nor does exclusion represent lack of endorsement.

Please visit the following link for information about other human service topics:

[www.alleghenycounty.us/dhs](http://www.alleghenycounty.us/dhs)

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## (1) Angel's Place

2615 Norwood Avenue, Pittsburgh, PA 15214, 412-321-4447

600 Fordham Avenue, Pittsburgh, PA 15226, 412-531-MOMS (6667)

2538 Woodstock Avenue, Pittsburgh, PA 15218, 412-271-BABY (2229)

<http://angelsplacepgh.org/>

Angel's Place provides comprehensive services to low-income single parents who are full-time students in middle school, in high school or post secondary school. They provide free child care, tutoring, support groups, counseling, and informal classes in parenting skills. Their goal is to support and enable these parents to complete their educations, break the welfare cycle, and provide for their families. Child care centers are located in the North Side, Swissvale and Brookline.

To be eligible for assistance through Angel's Place, you must be a single parent (unmarried, separated, divorced) and meet low-income requirements based upon federal guidelines. You must be enrolled as a full-time student while maintaining passing grades of a C or better. You will be required to contribute two hours of service to Angel's Place per week and to attend a weekly parenting class.

## (2) Child Care Information Services, YWCA of Greater Pittsburgh

305 Wood Street, Pittsburgh, PA 15222

412-261-CARE (2273) or 1-800-392-3131

[www.ywcapgh.org/Child\\_Care\\_Information\\_Services.asp](http://www.ywcapgh.org/Child_Care_Information_Services.asp)

Child Care Information Services (CCIS) is committed to: improving the quality of child care, providing referral service to parents from every economic level in order to help parents make informed child care choices, providing subsidy to eligible parents to the extent possible given funding constraints, and enhancing the system of child care in Allegheny County whenever possible.

Parents can call CCIS for information on the different types of child care available, how to choose child care that meets their needs, community resources, financial assistance for child care and referrals to child care providers in the geographic area of their choice. Each caller receives information on choosing quality child care that will aid them in their search.

*Child Care and Development Block Grant (CCDBG):* This program is state and federally funded and comes to CCIS through the Commonwealth of Pennsylvania, Department of Public Welfare. Every family who calls us for child care referrals or information is told about this program. To qualify, the caretaker and live-in companion/spouse of the child(ren) needing care must be working or enrolling in a job-related training program at least three days, twenty hours per week and the family's gross monthly income must meet income guidelines. For parents receiving cash assistance through the County Assistance Office (CAO), they must be participating in a CAO approved activity.

After a family is determined eligible, they are assigned a fee based on their income and family size. This fee is payable directly to the child care provider upon enrollment under the subsidy program. Parents may choose any child care provider that is currently under contract or willing to obtain a contract with CCIS to be subsidized. Any legal child care provider may participate in this "parent-choice" program.

## (3) Child's Way® - a program of The Children's Home & Lemieux Family Center

5324 Penn Avenue, Pittsburgh, PA 15224, 412-441-4884

[www.childrenshomepgh.org/childsWay.aspx](http://www.childrenshomepgh.org/childsWay.aspx)

Child's Way® is a day care center for children with special medical needs who may also be technology independent. Daily care by registered nurses incorporates therapeutic play with nursing care, individualized to meet the needs of each child; 1-3 ratio of staff to children. The center is an alternative to home health care for children ages birth to 21 years. Child's Way is a pediatric extended care program licensed by the PA Dept. of Health and the PA Dept. of Welfare. Child's Way participates with Child Care Information Services. For more information, contact Child's Way or Child Care Information Services (CCIS).

## COMMUNICATIONS TELEPHONE • INTERNET • MESSAGE HELP

There are telephone and message options available to help maintain contact with human service agencies and resources, family and friends and for effective job search.

For information directly from the Public Utility Commission, visit this site:

[www.puc.state.pa.us/utilitychoice/downloads/telephone/lowincome.pdf](http://www.puc.state.pa.us/utilitychoice/downloads/telephone/lowincome.pdf)

### TELEPHONE SERVICES

Since 1984, the federal Lifeline programs have helped people get and keep telephone service. Lifeline has two landline programs, and one cell phone program. Eligibility must be re-certified annually, and expires any time the household income rises above the limit or is no longer in the other qualifying federal program. Terms vary by state, and these terms are for PA from the information below:

- Choose one service, either Landline or Cell Phone. A household can participate in either one, but not both.
- Choose to income-qualify by either Program Participation, or by submitting Proof of Income.

**Verizon's link to low-income assistance:**

[www22.verizon.com/about/community/pa/lowincome/pa\\_lowincome.html](http://www22.verizon.com/about/community/pa/lowincome/pa_lowincome.html)

**Verizon Link Up America:** Provides a 50% discount on the Line Connection Charge. Income guidelines will apply. 1-800-640-4155

**Verizon Lifeline Service:** Helps low-income customers get or keep their residential telephone service. Lifeline Service provides a credit on the telephone bill every month, and a 50% discount on the Line Connection Charge. When combined with the Link Up America Program, new customers who apply for Lifeline Service will not pay a Line Connection Charge.

1-888-641-8722 [www.lifelinesupport.org](http://www.lifelinesupport.org)

**Verizon Universal Telephone Assistance Program (UTAP):** Helps low-income customers who are served by Verizon to pay their basic telephone charges in time of crisis. To be eligible for UTAP money, you must already be a Lifeline customer, or be a Lifeline applicant who needs to have basic service charges paid before getting Lifeline Service. 1-800-837-4966

## **Qualify for any Lifeline service in PA: by Program, or by Income**

*To Qualify based on Program Participation, must already be receiving:*

- Federal Public Housing Assistance or Section 8
- Food Stamps and / or Medicaid and / or TANF welfare cash
- Low Income Home Energy Assistance Program (LIHEAP I or LIHEAP 2 / Crisis)
- National School Lunch (free program only)
- Supplemental Security Income / SSI
- State Blind Pension

*To Qualify by Income, meet income limits and documentation requirements below:*

Table below shows maximum gross income to be eligible for service (135% of FPIG)

Number Persons in Household	Annual Income
1	\$15,080
2	\$20,426
3	\$25,772
4	\$31,118

For each additional person, add... \$5,346

The following are examples of documents that are accepted: 4 months of consecutive pay stubs, or letter from your employer, or last year's income tax return, or employer W-2 form.

### **SafeLink Wireless - Free Cell Phone**

SafeLink Wireless includes a free cell phone and free service, with up to 250 free minutes per month, depending upon which one of three plan options you choose. You must have a valid United States Postal Address in order to ship your free phone. PO Boxes cannot be accepted. No one else in your household may receive landline or cell phone Lifeline Assistance. You may purchase retail TracFone prepaid cards for more minutes.

Enroll in this federally-supported program at [www.safelinkwireless.com](http://www.safelinkwireless.com), or by calling 1-800-977-3768. If you qualify by already participating in certain federal assistance programs, SafeLink does the verification. If you income-qualify, you must fax or mail copies of documents that prove your income. Fax to 1-800-834-7713; Mail to PO Box 220009, Milwaukie, OR 97269-0009. If you apply online to income-qualify, include a downloaded copy of your application with your proof-of-income documents.

**Assurance Wireless** provides a free cell phone and 250 voice minutes per month to eligible consumers. Visit [www.assurancewireless.com/public/welcome.aspx](http://www.assurancewireless.com/public/welcome.aspx) or call 1-888-898-4888 for details and an application.



# INTERNET

## COMCAST INTERNET ESSENTIALS FOR LOW-INCOME ALLEGHENY COUNTY RESIDENTS

Comcast is offering qualifying Allegheny County residents low-cost internet access. The program, called Internet Essentials, offers high-speed internet access for \$9.95 a month and a voucher for \$150 to buy a small, netbook-style computer.

### How to qualify

To qualify for \$9.95 a month Internet service and a low-cost computer, your household must meet all of the following criteria:

- Be located where Comcast offers Internet service
- Have at least one child receiving free school lunches through the National School Lunch program
- Have not subscribed to Comcast Internet service within the last 90 days
- Not have an overdue Comcast bill or unreturned equipment

### How to apply

- Call **1-855-8-INTERNET** (1-855-846-8376) request an application
- Comcast will mail you an application. Complete and return it, along with lunch program documents from your child's school
- Comcast will notify you by mail about the status of your application. Allow 7-10 days for a response.

### How to get connected

Once you are approved, Comcast will mail you a welcome package with everything you need to set up your Internet service and receive free Internet training. If you chose to purchase a low-cost computer, your welcome package will provide details.

### For more information

[www.internetessentials.com](http://www.internetessentials.com)



## MESSAGE HELP

PA CareerLink offers the Hello Line (412 - 552 - 7042), a local phone number you may offer employers only, on your resume and job applications. You can begin using this number right away, and you do not need to apply or sign up for this service. PA CareerLink staff answer this phone line, and will take a message for you from an employer. You must come in to our office and check the message board for your messages; this is not a call-in message service.

You may also need to maintain contact with human service agencies and resources, and to stay in touch with supportive family and friends. The good news is - there are two programs to help you, and they are free! The Community Voice Mail program is free to anyone, and explained below. The Lifeline programs (on the reverse side), which have eligibility requirements, offer a household choice of either low-cost landline service, or the SafeLink free cell phone program.

Choose a service or services that are right for you. Whether you use the PA CareerLink Hello Line, Community Voice Mail, Lifeline landline or the SafeLink cell phone, you can stay in touch with employers, services, and anyone who is a positive influence.

**Community Voice Mail / CVM helps people living in transition or homelessness rebuild their lives by connecting them to jobs, housing, information and hope. We do this by providing a stable voice mail number at no cost to receive vital messages.**

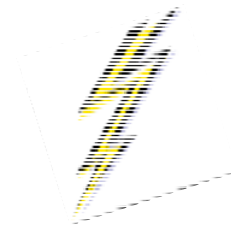
This free service is for anyone seeking employment, housing, healthcare services, safety from domestic violence, and contact with friends, family and social service agencies. There are no income, household size or residency restrictions, and no minimum or maximum time limit as long as the client is actively using their voice mail number.

Contact Travelers Aid at the Pittsburgh Greyhound Office at 412-281-0751 to enroll over the telephone.

The Pittsburgh, PA Community Voice Mail program is part of the national network of CVM sites. Headquartered in Seattle, WA, the CVM National Office website is [www.cvm.org](http://www.cvm.org).



# Crisis Hotlines



**Allegheny County**  
Information/Referral/Emergency Services  
412-350-4457 24-Hour service  
for help with MH/MR/D&A emergencies.  
[www.alleghenycounty.us/dhs](http://www.alleghenycounty.us/dhs)

**re:solve Crisis Network**  
1-888-YOU-CAN or 1-888-796-8226  
Answers 24 hours per day for emergency mental  
health counseling and access to mobile mental  
health assistance, walk-in service available.  
<http://www.upmc.com/services/behavioral-health/pages/resolve-crisis-network.aspx>

**Area Agency on Aging Protective Services**  
412-350-6905 or 1-800-344-4319  
24-Hour hotline to report abuse, exploitation and  
neglect of older adults. Also assists with issues  
involving self-neglect and abandonment.  
[www.alleghenycounty.us/dhs/olderadultprotection.aspx](http://www.alleghenycounty.us/dhs/olderadultprotection.aspx)

**Pittsburgh Action Against Rape**  
1-866-363-7273  
24-Hour crisis intervention, counseling  
and advocacy for victims of sexual assault.  
[www.paar.net](http://www.paar.net)

**Domestic Violence**  
  
**Alle-Kiski HOPE Center**  
1-888-299-HOPE or 1-888-299-4673  
[www.akhopecenter.org](http://www.akhopecenter.org)

**Crisis Center North**  
412-364-5556  
[www.crisiscenternorth.org](http://www.crisiscenternorth.org)

**Woman's Center and Shelter of  
Greater Pittsburgh** - 412-687-8005  
[www.wcspittsburgh.org](http://www.wcspittsburgh.org)

**Center For Victims**  
412-482-3240  
1-866-644-2882 (East Liberty Location)  
[www.centerforvictims.org](http://www.centerforvictims.org)

**Womanspace East, Inc.**  
412-765-2661  
<http://www.wseinc.org/>

**24-Hour Hotlines to Reporting of  
Child Abuse and Neglect in Pennsylvania**

**ChildLine- 1-800-932-0313**  
Allegheny County DHS Office of Children,  
Youth and Families - 412-473-2000

More details about child protective services:  
[www.alleghenycounty.us/dhs/childprotection.aspx](http://www.alleghenycounty.us/dhs/childprotection.aspx)

**Center for Victims Hotline**  
412-482-3240  
1-866-644-2882  
24-Hour support and crisis intervention,  
advocacy and counseling for individuals,  
communities, schools and the workplace.  
[www.centerforvictims.org](http://www.centerforvictims.org)

**HelpLine at United Way**  
2-1-1 or 412-255-1155  
Information & referral services  
providing problem solving and  
referrals to over 8500  
health and human services.  
<http://pa211sw.org/>

**Family Resources Warmline**  
412-641-4546  
1-877-WARMLYN or 1-877-927-6596  
Confidential supporting telephone  
counseling for any non-medical  
parenting concern.  
[www.familyresourcesofpa.org](http://www.familyresourcesofpa.org)

Updated September 2014  
[www.alleghenycounty.us/dhs/i-r.aspx](http://www.alleghenycounty.us/dhs/i-r.aspx)



EARLY LEARNING - CHILDREN'S DEVELOPMENTAL NEEDS			
	Located	Serves	
<b>Allegheny Intermediate Unit</b> <b>Project DART</b> 475 East Waterfront Drive, Homestead, PA 15120 <i>screening, assessment, education referral and programs for preschoolers with developmental delays</i>	(412) 394-5736 <a href="http://www.aiu3.net/DART">www.aiu3.net/DART</a>	Homestead	Allegheny Cty. (excluding the City of Pittsburgh)
<b>Alliance for Infants and Toddlers, Inc.</b> The Hough Bldg., 2801 Custer Avenue Pittsburgh, PA 15227 <i>early intervention services to families with children ages birth-3 with developmental delays</i>	(412) 885-6000 <a href="http://www.afil.org">www.afil.org</a>	Brentwood	Allegheny Cty.
<b>ACHIEVA</b> <b>Infant and Toddler Program</b> 711 Bingham Street, Pittsburgh, PA 15203 <i>programming in their center and in-home for ages b - 3, with all handicapping conditions</i>	(412) 995-5000 <a href="http://www.arcallegheny.org">www.arcallegheny.org</a> <a href="http://www.achieva.info">www.achieva.info</a>	Kilbuck	City of Pgh. & Eastern All. Cty.
<b>Children's Hospital of Pittsburgh</b> <b>Child Development Unit</b> 4401 Penn Avenue, Pittsburgh, PA 15224 <i>Diagnosis, consultation and therapy to children ages 0-18 with developmental and/or behavioral disorders</i>	(412) 692-5560 <a href="http://www.chp.edu">www.chp.edu</a>	Lawrenceville	No Restrictions
<b>Early Learning Institute</b> 2510 Baldwick Road Pittsburgh, PA 15205-4904 <i>comprehensive early intervention services to infants, toddlers and pre-school children and their families</i>	(412) 922-8322 <a href="http://www.earlylearninginstitute.org">www.earlylearninginstitute.org</a>	Crafton	Allegheny Cty.
<b>Easter Seal Society of W.PA</b> 2525 Railroad St Pittsburgh, PA 15222 <i>(preschool age) nursery school, speech, language, hearing, dev. Screening, (ages 2-8) school program,</i>	(412) 281-7244 <a href="http://www.westernpa.easterseals.com">www.westernpa.easterseals.com</a>	Downtown	Alleg, Greene, Washington, Westmoreland
<b>Family Resources of Western PA</b> 141 S. Highland Avenue Pittsburgh, PA 15206 <i>Therapeutic services and preschool for children 2 1/2 - 5 years old</i>	(412) 363-1702 <a href="http://www.familyresourcesofpa.org">www.familyresourcesofpa.org</a>	East Liberty	No Restrictions
<b>Laughlin Center</b> 424 Frederick Avenue Sewickley, PA 15143 <i>Diagnosis &amp; remediation of learning, academic, speech/language problems, counseling; ages b - 18</i>	(412) 741-4087 <a href="http://www.laughlincenter.org">www.laughlincenter.org</a>	Sewickley	No Restrictions
<b>Office of Child Development</b> 400 N. Lexington St. Lower level 104 Pittsburgh, PA 15208 <i>Consultation services at no cost to housing providers and families who have concerns about a child (0-5)</i>	(412) 244-7092 <a href="http://www.ocd.pitt.edu">www.ocd.pitt.edu</a>	Homewood	Allegheny Cty.
<b>Early Head Start/Head Start</b> <b>For information and enrollment call</b> <i>Early Childhood Education Programs &amp; family support for families with children 0-3 years old, early education 3-5 yrs.</i>	(866) 214-KIDS (5437)		Allegheny Cty & City of Pgh

<b>PLEA</b> 733 South Avenue Pittsburgh, PA 15221 <i>preschool, structured social activity, in-home respite; for those with emotional, social &amp; developmental issues</i>	(412) 243-3464 <a href="http://www.plea-agency.org">www.plea-agency.org</a>	Wilkinsburg Allegheny Cty.
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<b>The Integrated Care Corporation</b> 371 Bethel Church Road Ligonier, PA 15658 <i>Early Intervention services for families with children birth - 3 with developmental delays.</i>	(888) 645-5683 <a href="http://www.integratedcare.us">www.integratedcare.us</a>	Ligonier Allegheny Cty.
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<b>Matilda Theiss Child Development Center</b> 373 Burrows Street Pittsburgh, PA 15213 <i>Developmental programming for preschool children with psychiatric diagnoses, child care</i>	(412) 383-1575	Oakland Allegheny Cty.
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EMPLOYMENT			
		Located	Serves
<b>Achieva</b> 711 Bingham Street Pittsburgh, PA 15203 <i>individualized employment supports for persons with disabilities</i>	(412) 995-5000 (888) 272-7229 <a href="http://www.achieva.info">www.achieva.info</a>	Downtown	No Restrictions
<b>AHEDD</b> 900 Sarah Street, Suite 202 Pittsburgh, PA 15203 <i>employment assistance and benefits counseling for youth and adults with disabilities</i>	(866) 902-4333 (412) 381-3313 ext. 55001 (Alleg Cty) <a href="http://www.ahedd.org">www.ahedd.org</a>	Downtown	No Restrictions
<b>Braddock Employment/Training Center</b> <b>MOST/Modern Office Systems Training</b> 849 Braddock Avenue, Braddock, PA 15104 <i>one stop shop to assist in job searching, GED prep, counseling, resume help, on-site child care</i>	(412) 273-6450	Braddock	No Restrictions
<b>PA Unemployment Compensation</b> <b>Duquesne Call Center</b> <i>all unemployment compensation claims must be entered by phone or online</i>	(888) 313-7284 <a href="http://www.state.pa.us">www.state.pa.us</a>	statewide (hover over "Work," then select "Unemployment Compensation")	
<b>Goodwill of SW PA</b> 118 52nd Street Pittsburgh, PA 15201 <i>education/training/job search/job coach for persons with disabilities, participants of welfare employment initiatives</i>	(412) 481-9005 <a href="http://www.goodwillswpa.org">www.goodwillswpa.org</a>	Lawrenceville	no restrictions
<b>Life'sWork of Western PA</b> 1323 Forbes Avenue Pittsburgh, PA 15219 <i>helps youth and young adults w/ disabilities and barriers to employment to achieve productive employment</i>	(412) 471-2600 <a href="http://www.lifesworkwpa.org/">www.lifesworkwpa.org/</a>	Downtown	Western PA
<b>Online Job Search &amp; Career Information Tools</b> PA info: <a href="http://www.dli.state.pa.us">www.dli.state.pa.us</a> U.S. info: <a href="http://www.dol.gov">www.dol.gov</a> <i>CareerOneStop web site, <a href="http://www.careeronestop.org">www.careeronestop.org</a>, is a single point of entry to access all resources in the US Department of Labor's suite of electronic tools. Links to <a href="http://www.myskillsmyfuture.org">www.myskillsmyfuture.org</a>, with a local Business Locator to match user's work history, and a Job Preferences filter</i>			
<b>PA CareerLink Pittsburgh/Allegheny County</b> Wood Street Commons 304 Wood Street, Pittsburgh, PA 15219 <i>one stop shop to assist in job searching, job search workshops computer classes, counselors, training/education job search program if eligible, resume help</i>	(412) 552-7100 <a href="http://careerlinkpittsburgh.com/">http://careerlinkpittsburgh.com/</a>		No restrictions (unemployed or employed)
<b>PA CareerLink East/Allegheny County</b> 2040 Ardmore Boulevard Pittsburgh, PA 15221 <i>one stop shop to assist in job searching, job search workshops computer classes, counselors, training/education job search program if eligible, resume help</i>	(412) 436-2225 <a href="http://careerlinkpittsburgh.com/">http://careerlinkpittsburgh.com/</a>		No restrictions (unemployed or employed)
<b>PA CareerLink Additional Non County Centers</b> Alle-Kiski (724) 334-8600 Mon Valley (724) 379-4750 <i>one stop shop to assist in job searching</i>			
<b>PA Office of Vocational Rehabilitation (OVR)</b> 531 Penn Avenue, Second Floor Pittsburgh, PA 15222 Bureau of Blind and Visual Services, first floor, <i>disability services and referrals for physical/psych eval, vocational assessment, job readiness/coach/search/retention, education/training, assistive technology</i>	(412) 392-4950 <a href="http://www.dli.state.pa.us">www.dli.state.pa.us</a>	Downtown	Western PA
<b>People's Oakland</b> 3433 Bates Street, Pittsburgh, PA 15213 <i>psychological and vocational wellness and recovery/rehabilitation for adults with serious and persistent mental illness/substance abuse</i>	(412) 683-7140 <a href="http://www.peoplesoakland.org">www.peoplesoakland.org</a>	Oakland	Allegheny Cty.

<b>Project for Freedom</b> Life's Work Building	(412) 246-4434 <a href="http://www.projectforfreedom.org">www.projectforfreedom.org</a>	Allegheny Cty.
<i>disability services of technology skills training and competitive job search</i>		
<b>Senior Training &amp; Employment Program/STEP</b> 1 Smithfield Street Pittsburgh, PA 15222	(412) 350-7119	Downtown Allegheny Cty.
<i>to improve the marketability for job search by updating general office skills for seniors age 55 and older,</i>		
<b>Three Rivers Center for Independent Living</b> 900 Rebecca Avenue Pittsburgh, PA 15221	(412) 371-7700 <a href="http://www.trcil.org">www.trcil.org</a>	Western PA
<i>one stop shop for disability services &amp; referrals for employment and Living Well, peer support, assistive technology demo and lending library</i>		
<b>Ticket to Work Program</b> <b>Social Security Administration</b>	(866) 968-7842 <a href="http://www.yourtickettowork.com">www.yourtickettowork.com</a>	
<i>employment program for people with disabilities</i>		
<b>U.S. Equal Employment Opportunity Commission (EEOC)</b>	(800) 669-4000 <a href="http://www.eeoc.gov">www.eeoc.gov</a>	
<b>Working Order</b> 1650 Main Street Sharpsburg, PA 15215	(412) 782-5344 <a href="http://www.workingorder.org">www.workingorder.org</a> (part of Volunteers of America)	No Restrictions
<i>business planning, technical guidance, networking, and office machines/space to help start or grow a small business, women and persons with disabilities encouraged to apply, but available to everyone</i>		

#### Employment / labor-related special topics

- **Safe, healthful working conditions for employers and employees:**  
Occupational Safety & Health Administration / OSHA, [www.osha.gov](http://www.osha.gov) ; Pgh. office: 412-395-4903
- **Minimum wage, overtime pay, recordkeeping, child labor and special employment,**  
Family and Medical Leave Act, more: US Dept. of Labor - Wage & Hour Division, 1-866-487-9243, [www.dol.gov/whd](http://www.dol.gov/whd) ; Pgh. District Office: 412-395-4996
- **Discrimination information / claims for job applicants and employees:**
  - City of Pittsburgh Commission on Human Relations:  
412-255-2600, [www.city.pittsburgh.pa.us/chr](http://www.city.pittsburgh.pa.us/chr)
  - PA Human Relations Commission: [www.phrc.state.pa.us](http://www.phrc.state.pa.us); Pgh. office: 412-565-5395
  - Federal laws, EEOC/ Equal Employment Opportunity Commission:  
[www.eeoc.gov](http://www.eeoc.gov); Pgh. office: 412-644-3444
- **Working with a disability:**
  - Ticket to Work and many work incentives for SSDI and/or SSI: [www.ssa.gov](http://www.ssa.gov)
  - Medical Assistance for Workers with Disability/MAWD: [www.dpw.state.pa.us](http://www.dpw.state.pa.us)
  - Benefits counseling at AHEDD (see above)



## Pennsylvania Department of Public Welfare

[www.dpw.state.pa.us](http://www.dpw.state.pa.us)

The Pennsylvania Department of Public Welfare is comprised of the following seven offices: Office of Administration, Office of Children, Youth and Families, Office of Income Maintenance, Office of Medical Assistance Programs, Office of Mental Health and Substance Abuse, Office of Mental Retardation, and the Office of Social Programs. The department provides services for children, families, those with disabilities and low income Pennsylvanians.

The Commonwealth of Pennsylvania now has an online application for social services like cash assistance, food stamps, medical assistance, Medicare, Medicaid and more.

[www.COMPASS.state.pa.us](http://www.COMPASS.state.pa.us)

### County Assistance Office Headquarters

301 Fifth Avenue, Piatt Place  
Suite 470  
Pittsburgh, PA 15222  
412-565-2146  
LIHEAP (cash) 412-562-0330

### Alle-Kiski District

909 Industrial Boulevard  
New Kensington, PA 15068-0132  
724-339-6800

### Liberty District

Warner Center  
332 Fifth Ave. Third Floor  
Pittsburgh, PA 15222  
412-565-2652

### Three Rivers Office

Warner Center  
332 Fifth Avenue 2<sup>nd</sup> Floor  
Pittsburgh, PA 15222  
412-565-7755

### Institution-Related Eligibility District

301 Fifth Avenue, Piatt Place  
Suite 420 (IRED)  
Pittsburgh, PA 15222  
412-565-5604

### Greater Pittsburgh East

5947 Penn Avenue, 2<sup>nd</sup> Floor  
Pittsburgh, PA 15206-3844  
412-645-7400 or 7401

### Southeast District

220 Sixth Street  
McKeesport, PA 15132  
412-664-6800 or 6801

### Southern District

332 Fifth Avenue  
Suite 230  
Pittsburgh, PA 15222  
412-565-2232

## Food Stamp Screening Programs

Provide outreach and assistance by phone to help people who may be unsure if they qualify for food stamps.

### Urban League of Pittsburgh, Food Stamp Outreach and Enrollment Program

1-866-395-FOOD (3663)

[www.ulpggh.org/programs/housing.asp](http://www.ulpggh.org/programs/housing.asp)

### Greater Pittsburgh Community Food Bank, Food Stamp Outreach Coordinator

412-460-3663 \*286

[www.pittsburghfoodbank.org/programs/agency\\_relations.aspx](http://www.pittsburghfoodbank.org/programs/agency_relations.aspx)

### Just Harvest, Food Stamp Participation Assistance

412-431-8960

<http://justharvest.org/index.php/serving/food-stamps>

## US Social Security Administration

### Main Office

921 Penn Avenue, Pittsburgh, PA 15222  
1-800-772-1213  
[www.ssa.gov](http://www.ssa.gov)

### East Liberty Branch

6117 Penn Circle North  
Pittsburgh, PA 15206

### McKeesport Branch

540 5th Avenue  
McKeesport, PA 15132

### Monroeville Branch

322 Monroeville Mall Office Complex  
Monroeville, PA 15146

### Mt. Lebanon Branch

650 Washington Road, Suite 120  
Pittsburgh, PA 15228

### North Side Branch

4 Allegheny Center, 2nd Floor  
Pittsburgh, PA 15212

Entitlements





*Family Support programs are based on the philosophy that the most effective way to ensure the healthy development and growth of young children is by supporting the families and communities in which they live. They are designed to increase the strength and stability of families, to increase parents' confidence in their parenting abilities and to afford children a stable and supportive family environment. Family Support Centers offer the opportunity for families to receive intensive, comprehensive, and culturally relevant services through home as well as center-based visits. Parenting education is provided.*

[www.alleghenycounty.us/dhs/fpsupport.aspx](http://www.alleghenycounty.us/dhs/fpsupport.aspx)

## CENTRALLY LOCATED

Hill District Center for Nurturing Families  
1801 Centre Avenue, Suite 310  
Pittsburgh, PA 15219  
412-683-7517

Center for Family Excellence  
First Steps Program  
409 Dinwiddie Street  
Pittsburgh, PA 15219  
412-232-0322

Lawrenceville Family Care Connection  
5235 Butler Street, 1<sup>st</sup> Floor  
Pittsburgh, PA 15210  
412-784-8683

## EASTERN NEIGHBORHOODS

East Liberty Family Support Center  
6435 Frankstown Ave.,  
Pittsburgh, PA 15206  
412-362-7609

East Hills Family Support Center  
2320 East Hills Drive  
Pittsburgh, PA 15221  
(412) 727-2640

Homewood-Brushton Family YMCA  
Support Center  
7140 Bennett Street, Pittsburgh, PA 15208  
412-243-6088

Lincoln Park Family Center  
7300 Ridgeview  
Penn Hills, PA 15235  
412- 661-1057

Wilkinsburg Family Center  
907 W. St. 5<sup>th</sup> Floor, Penn West Office  
Building  
Pittsburgh, PA 15221  
412-371-5934

Wilkinsburg Family Support Center  
807 Wallace Avenue, Suite 205  
Pittsburgh, PA 15221  
412-871-7948

## MON VALLEY NEIGHBORHOODS

Braddock Family Care Connection  
849 Braddock Avenue, Braddock, PA 15104  
412-273-4610

Clairton Family Center  
734 Miller Avenue  
Clairton, PA 15025  
412-233-3813

Duquesne Family Support Center  
1 Library Place, Duquesne, PA 15110  
412-469-9870

East Allegheny Family Center  
200 Westinghouse Avenue  
Wilmerding, PA 15148  
412-829-6171

McKeesport Family Center  
339 5th Avenue  
2<sup>nd</sup> floor  
McKeesport, PA 15132  
412-672-6970

McKeesport First Steps  
First Steps Parenting Program  
339 Fifth Avenue, Second Floor  
McKeesport, PA 15132  
412-678-5130

Rankin Family Care Connection  
Rankin Christian Center  
230 Third Avenue, Rankin, PA 15104  
412-271-3408

Steel Valley Family Center  
304 East Eighth Avenue  
Homestead, PA 15120  
412-461-8019

Turtle Creek Family Care Connection  
208 Penn Plaza Shopping Center  
Turtle Creek, PA 15145  
412-829-8982

## NORTH NEIGHBORHOODS

Highlands Family Center  
415 4<sup>th</sup> Avenue, Tarentum, PA 15084  
724-224-9006

Northview Heights Family Support Ctr.  
101 Hazlett Street  
Pittsburgh, PA 15214  
412-323-1020

Providence Family Support Center  
3113 Brighton Road, Pittsburgh, PA 15212  
412-766-6730

## SOUTH NEIGHBORHOODS

Hilltop Family Care Connection  
1630 Arlington Avenue, Pittsburgh, PA 15210  
412-432-1635

Latino Family Center  
809 Bingham Street  
Pittsburgh, PA 15203  
(412) 325-8111

Prospect Park Family Center  
5301 Park Avenue  
Bethel Park, PA 15102  
(412) 885-0284

## WEST NEIGHBORHOODS

Focus on Renewal  
Positive Parenting Program  
701 Chartiers Avenue  
McKees Rocks, PA 15136  
412-331-1685

Sto-Rox Family Center  
618 Russlwood Avenue  
McKees Rocks, PA 15136  
412-771-6817

FATHER'S / MEN'S RESOURCES (See Also Family Support Centers)			
		Located	Serves
<b>24/7 DAD</b> <b>Pregnancy Resource Center of the South Hills</b> 101 Drake Road, Suite A, Pittsburgh, PA 15241 <i>Geared to challenge, inspire and build-up young fathers</i>	412-833-7445	Upper St. Clair	Allegheny Cty. Washington Cty.
	<a href="http://www.prcsh.org">www.prcsh.org</a>		
<b>Allegheny Family Network</b> <b>Fathers Involved Now</b> 425 N. Craig St., Suite 500, Pittsburgh, Pa 15219 <i>Focusing on the issues and concerns fathers face daily/ supporting a nurturing connection with their children</i>	412-246-2030	Pittsburgh	Allegheny Cty.
	<a href="http://www.alleghenyfamilynetwork.org">www.alleghenyfamilynetwork.org</a>		
<b>All PRO DAD</b> <b>National Website</b>  <i>Advice; Events; Family first, strengthening families everywhere.</i>			Nationwide
	<a href="http://www.allprodad.com">www.allprodad.com</a>		
<b>Arsenal Family &amp; Children Center</b> 336 South Aiken Avenue Pittsburgh, PA 15232 <i>parenting support for fathers</i>	412-345-0008	Shady Side	Allegheny County
	<a href="http://arsenalfamily.org/">http://arsenalfamily.org/</a>		
<b>Center For Family Excellence</b> <b>Male Coalition Mentoring Group</b> 409 Dinwiddie St Pittsburgh PA 15219 <i>Strengthens families by helping teenage and adult males address issues that separate them from their families.</i>	412-232-0322	Pittsburgh	Allegheny County
	<a href="http://www.cffei.org/">www.cffei.org/</a>		
<b>Coalition For Fathering Families</b> 8133 Conemaugh Street Pittsburgh, PA 15221	412-731-5551	Pittsburgh	Allegheny
<b>DAD's Program (Dads Assisting Dads)</b> 1401 Forbes Avenue Pittsburgh, Pa 15219 <i>Volunteer support program in serving dads in Allegheny County/Child Welfare system</i>	412-350-2824 412-402-8612	Pittsburgh	Allegheny
<b>Dr. Dad - ParentWise Program</b> <b>Family Services of Western Pennsylvania</b> 211 Huff Avenue, Suite 1, Greensburg, PA 15601 <i>A multi-week series dealing with topics of interest to fathers of infants and toddlers</i>	724-837-5410 724-837-1555	Greensburg	Westmoreland Allegheny Counties
<b>Elect Fathering Initiative</b> The Washington Health System Teen Outreach 410 N. Main Street, Washington, PA 15301 <i>provides teen fathers up to the age of 22 with parenting education</i>	888-301-2311 724-222-2311	Washington, PA	Greene, Washington Fayette Counties
<b>Father's Collaborative Council</b> <b>475 East Waterford Avenue</b> Homestead, Pa 15120 <a href="https://www.facebook.com/#!/pages/FATHERS-Collaborative-Council-FCC/315754551834465">https://www.facebook.com/#!/pages/FATHERS-Collaborative-Council-FCC/315754551834465</a>	412-394-5955	Homestead	SW PA
<b>Fatherhood Outreach Programs</b> 620 N. St. Clair Street Pittsburgh, PA 15206	412-583-0376	Pittsburgh	Allegheny

<b>Goodwill of Southwestern PA</b> <b>The AFFECT PROJECT (Advancing Fathers and Family Enrichment Collaborative)</b> 118 52nd st. and Butler, Pittsburgh, PA 15201 <i>Employment, Responsible Parenting, Healthy Marriage and Co-Parenting</i>	412-632-1766	Lawrenceville	Allegheny County
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<b>Healthy Start Inc., Male Initiative Program</b> Lexington Tech. Park, 400 N. Lexington Street Pittsburgh, PA 15208 <i>men located in Healthy Start areas, many supportive services, father's involvement, personal growth, d/a, etc.</i>	412-247-1000 <a href="http://www.hsipgh.org">www.hsipgh.org</a>	Homewood	Allegheny .
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<b>National Fatherhood Initiative</b> 20410 Observation Drive, Suite 107 Germantown, Maryland 20876 <i>Provides training, technical assistance and father-specific resources to organizations.</i>	301-948-0599	Beaver County Germantown, MD	Nationwide
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<b>National Responsible Fatherhood Clearinghouse</b> <b>National Website</b> <i>Resources for fathers, providers and the public at large inter</i>	<a href="http://www.fatherhood.gov">www.fatherhood.gov</a>		Nationwide
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<b>Young Fathers Employment Program</b> <b>Hill House Association</b> 1835 Centre Avenue, Pittsburgh., Pa 15219 <i>Employment readiness, development, placement program, parenting/ life skills for young fathers age 17-24.</i>		Hill District	Allegheny
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<b>All Family Support Centers serve fathers. The following have activities/groups specifically for fathers.</b>
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<b>Braddock Family Support Center</b> 849 Braddock Avenue Braddock, PA 15104	412-273-4614	Braddock N. Braddock
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<b>Clairton Family Center</b> 734 Miller Avenue Clairton, PA 15025	412-233-8325	Clairton W. Mifflin Elizabeth
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<b>Duquesne Family Support Center</b> One Library Place Duquesne, PA 15110	412-469-9810	Duquesne West Mifflin
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<b>East Allegheny Family Center</b> 200 Westinghouse, Avenue Wilmerding, PA 15148	412-829-6171	Wilmerding, Wall E. McKeesport Monroeville Pitcairn, N. Versailles
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<b>East Liberty Family Support Center</b> 6435 Frankstown, Avenue Pittsburgh, PA 15206	412-362-7609	East Liberty Garfield Larimer
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<b>Highlands Family Center</b> 415 Fourth Avenue Tarentum, PA 15084	724-224-9006	Tarentum Brackenridge Natrona Natrona Hts.
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<b>Hilltop Family Care Connection</b> 1630 Arlington, Avenue Pittsburgh, PA 15210	412-432-1635	Mt. Oliver Knoxville Beltzhoover Allentown
<b>Latino Family Center</b> 809 Bingham Street Pittsburgh, PA 15203	412-325-8111	County Wide for Families of Latin descent
<b>Lawrenceville Family Care Connection</b> 5235 Butler Street Pittsburgh, PA 15201	412-784-8683	Lawrenceville Sharpsburg, Etna Bloomfield Garfield
<b>Lincoln Park Family Center</b> 7300 Ridgeview Avenue Penn Hills, PA 15235	412-661-1057	Penn Hills Verona Lincoln park
<b>McKeesport Family Center</b> 339 Fifth Avenue 2nd floor McKeesport, PA 15132	412-672-6970	McKeesport Dravosburg White Oak
<b>Rankin Family Care Connection</b> 230 Third Street Pittsburgh, PA 15104	412-271-3408	Rankin Swissvale
<b>Steel Valley Family Center</b> 302-306 East 8th Avenue Homestead, PA 15120	412-461-8019	Homestead Munhall W. Mifflin
<b>Sto-Rox Family Center</b> 618 Russlewood Avenue McKees Rocks, PA 15136	412-771-6817	McKees Rocks Sheridan Coraopolis
<b>Turtle Creek Family Care Connection</b> 208 Penn Plaza Shoppin Center Turtle Creek, PA 15145	412-823-8982	Turtle Creek Monroeville E. Pgh, Pitcairn
<b>Wilkinsburg Family Center</b> 907 West Street, 5th Floor Wilkinsburg, PA 15221	412-371-5934	Wilkinsburg Forest Hills East Hills
<b>Wilkinsburg Family Support Center</b> 807 Wallace Street Wiliinsburg, PA 15221	412-871-7948	Wilkinsburg



It is difficult to address many of the complex needs our consumers face when there are financial obstacles in the way. Listed below are some programs in Allegheny County providing monetary assistance. If a consumer belongs to a church or other religious institution, it may be a good idea to suggest that they call there for help. Many churches can assist consumers with urgent financial needs.

## **Housing Assistance**

**Action Housing, Mortgage Assistance Program, 412-281-2102, [www.actionhousing.org](http://www.actionhousing.org)**

ACTION-Housing's Mortgage Assistance Program and the Pennsylvania Homeowners Emergency Mortgage Assistance Program (HEMAP - 800-342-2397) enable long-term unemployed homeowners to save their homes from foreclosure through counseling and direct financial assistance.

**Department of Public Assistance, Emergency Shelter Assistance Fund, 412-565-2146**

Provides financial assistance in order to prevent eviction or foreclosure, obtain permanent housing, or obtain temporary shelter. Consumers must be receiving public assistance benefits to qualify.

**NeighborWorks Western Pennsylvania, [info@nwwpa.org](mailto:info@nwwpa.org) / [www.nwwpa.org](http://www.nwwpa.org) / (412) 281-9773**

Provides financial empowerment that promotes homeownership, stable and happy homes and vibrant communities by offering credit/budget counseling, pre-purchase, pre-settlement and post purchase counseling, home buyer education, financial education and foreclosure prevention services.

**Urban League, Housing Assistance Program, 412-227-4164, intake: 412-227-4805**

**610 Wood Street, Pittsburgh, PA 15222**

The Housing Assistance Program provides a one-time rental grant to landlords on behalf of eligible men, women and children of Allegheny County who are in a homeless or near homeless (Magistrate Notice) situation. The grant aids in establishing and maintaining permanent affordable housing.

## **General Financial Assistance**

**Allegheny Valley Association of Churches, Emergency Financial Assistance, 724-226-0606**

The Emergency Assistance program provides short-term emergency assistance to families and individuals in need in the Allegheny Valley area. We help with rent and utility payment assistance, emergency food, clothing and shoe vouchers, gasoline vouchers, bus passes, prescriptions and referrals.

**Catholic Charities / Basic Needs Assistance Line, 412-456-6976**

A small amount of financial aid is given to an individual in crisis. Additional consideration may be given to senior citizens. Funds are used for emergency financial needs and are not applicable to rent or security deposits. Consumers need not be referred by a social service agency.

**North Hills Community Outreach, 412-487-6316, [www.nhco.org](http://www.nhco.org)**

Provides emergency food and financial assistance to families in crisis (i.e. food, energy assistance, budgeting, case management). Consumers must live in school districts of Hampton, Shaler, North Hills, North Allegheny, Pine-Richland, Northgate, Deer Lakes, Fox Chapel and Avonworth.

**Pittsburgh Presbytery - Lazarus Fund, 412-697-7390**

Provides a one-time \$200 grant to help with past due rent and utility bills. Consumers must call to apply for the Lazarus Fund. Consumers must live in Allegheny County.

**Salvation Army - 412-446-1500**

Assistance may be provided for help with food, clothing and utility bills pending availability. Call the phone number above with the zip code of the person in need, to be referred to the consumer's local Salvation Army Unit.

**St. Vincent DePaul Society - Main Office Number 412-321-1071 \*205**

**[www.svdppitt.org/services.html](http://www.svdppitt.org/services.html)**

Emergency help to those in need of material assistance: services provided through a volunteer network of the parishes of the Catholic Church and rendered according to availability. Services include referral counseling, food distribution, and application utility assistance. Organizations can apply to be 'partner agency' and can get direct help for those they serve. Contact the number above to be referred to the consumer's local church or the central office will assist.

Updated September 2014  
[www.alleghenycounty.us/dhs/i-r.aspx](http://www.alleghenycounty.us/dhs/i-r.aspx)



# WHERE CAN I FIND FOOD?????



Allegheny County Department of Human Services provides a comprehensive listing of food assistance and food providers at the following website: [www.alleghenycounty.us/dhs/food.aspx](http://www.alleghenycounty.us/dhs/food.aspx)

## HUNGER SERVICES NETWORK at the URBAN LEAGUE

Hunger Services Network links people who urgently need help finding food to any program that will meet their needs. In addition to food pantry referrals, they also connect callers to other community based programs, including Women, Infants & Children (WIC), food stamps and Meals on Wheels.

The **Emergency Food Assistance Hotline** is open Monday through Friday from 9:30 AM - 3:00 PM and it has a message machine that answers 24 hours a day. This line screens callers and refers them to their local food pantry so consumers can get food assistance as soon as possible. **(412) 681-1121**, [www.ulpgh.org/programs/housing.asp](http://www.ulpgh.org/programs/housing.asp)

The **Food Stamp Screening Program** provides food stamp eligibility by phone. Eligibility can be determined in about 15 minutes by a Food Stamp Coordinator. **1 (866) 395-FOOD**

The **Food for Early Development Program** connects pregnant women and mothers who have children under 5 years with a range of assistance including food, formula and diapers. These items are provided once in a 30 day period and no more than six times per year if a parent does not qualify for WIC or while he/she is applying for WIC. **(412) 681-1110**

## WIC

The Women, Infants & Children Program (WIC) provides vouchers for nutritious foods to be used at participating grocery stores. Vouchers are available for pregnant & breastfeeding women, postpartum women and children up to the age of five who meet eligibility criteria. WIC also offers vouchers during the summer months for the Farmers Market Nutrition Program. These vouchers are to be used at participating farmers markets and farm stands. **(412) 350-5801** [www.achd.net/wic](http://www.achd.net/wic)

Also available is the Breast Feeding Promotion Program and Helpline. **(412) 247-1000**

## GREATER PITTSBURGH COMMUNITY FOOD BANK

The **Food Bank** is the supplier of food pantries, soup kitchens, congregate feeding facilities, shelters and other community programs. The **Produce to People** program is the Food Bank's largest mobile pantry program. Each family receives 30-50 pounds of food, including fresh produce. Produce to People is an additional resource to our local pantries and participants are able to come to as many distributions as needed while still attending a local pantry.

**(412) 460-3663** [www.pittsburghfoodbank.org](http://www.pittsburghfoodbank.org)

## THE BRASHEAR ASSOCIATION

[www.brashearassociation.org/programs/food-assistance-program](http://www.brashearassociation.org/programs/food-assistance-program)

The Brashear Association's food pantry provides food and other commodities to low-income individuals and families two days each week at Brashear and Kaufmann Centers. Participants may obtain food every month. Information concerning public benefits and other services is also available. **(412) 431-2236**

## HOME DELIVERED MEALS

Nutritious prepared meals and friendly smiles are delivered five days a week to individuals who cannot shop/cook for themselves due to injury, illness, or other medical or mobility issues.

Weekly contributions are requested.

**(412) 350-5460**

[www.alleghenycounty.us/dhs/food.aspx](http://www.alleghenycounty.us/dhs/food.aspx)

## DOWNTOWN MINISTERIUM WALK-IN MINISTRY

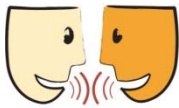
Five churches downtown rotate weekly providing bags of food serving persons in need. Food pantries must be accessed first. St. Mary of Mercy (412) 261-0110, 1st Presbyterian (412) 471-3436, Trinity Cathedral (412) 232-6404, Smithfield United (412) 281-1811, 1st Lutheran (412) 471-8125



Updated September 2014

[www.alleghenycounty.us/dhs/i-r.aspx](http://www.alleghenycounty.us/dhs/i-r.aspx)





## FOREIGN LANGUAGE ACCESS



*Title VI of the Civil Rights Act (1964) protects persons from discrimination based on their race, color and national origin. This includes culturally and linguistically appropriate services, and applies to all organizations receiving direct or indirect federal funding.*

### **Serving Individuals with Limited English Proficiency (LEP)**

*Consider the following steps (as an organization and an individual) to ensure quality service to LEP clients.*

- Be prepared to identify LEP individuals and assess the need for language assistance services.
- Offer language services free of charge to those with LEP needs in their preferred language.
- Provide easy-to-understand print and signage in languages commonly used in your area.
- Plan to use additional time during meetings for interpretation.
- Establish organization-wide language access protocols, policies, and resources.
- Employ bilingual staff and train or test for interpreter proficiency.
- Form relationships with professional and volunteer language service providers.
- Partner with specialists in ethnic and immigrant-serving organizations.
- Find cultural moderators: Individuals who can bridge two cultures

### **Communicating Across the Language Barrier**

*Regardless of LEP, you can encourage and participate in meaningful communication. Consider the following:*

- Greet the individual warmly and ask how they prefer to be addressed.
- Speak clearly and concisely, slow down your rate of speech, and pause if needed.
- Choose simple words and phrases, and avoid jargon or idioms (e.g., it's a piece of cake).
- Explain procedures simply and offer to repeat.
- Encourage questions and give time to respond.
- Use active listening to clarify what you've heard.
- Do not assume a nod or smile means yes, or indicates understanding.
- Check for understanding.

### **Foreign Language Interpretation and Translation Services\***

#### On-site, In-person Interpretation

- + Echo International: 412-261-1101
- + Languages by Nicole: 724-643-5550
- + Pittsburgh Language Access Network (PLAN): 412-281-1375
- + Geneva Worldwide: 212-255-8400

#### Telephonic Interpretation

- + Optimal Phone Interpreters: 877-746-4674
- + Language Services Associates: 800-305-9673
- + Language Line: 800-752-6069

- + **Use trained and certified adult interpreters.**
- + **Do not rely on children.**
- + **Talk to the interpreter before the meeting.**
- + **Address the client, not the interpreter.**

*\*This is a list of some available resources. DHS does not endorse specific providers of language services.*

**Compiled by: Allegheny County DHS Immigrants & Internationals Initiative (9/2014)**



Thrift Shops are a good resource for low cost furniture, from clothing and chairs to baby furniture and household items. A comprehensive list can be found in the yellow pages or online. Consumers need to be prepared to arrange for delivery, because most thrift shops do not provide delivery services.

# Furniture & Household Items

## Appliance Warehouse

523 Bingham Street, Pittsburgh, PA 15203

[www.appliancewarehouse.com/](http://www.appliancewarehouse.com/) (800) 557-0003, (412) 381-8800

Sells/rents large new, or used appliances; has a 10 month rent to own program.

## Construction Junction

214 N. Lexington Street, Pittsburgh, PA 15208, (412) 243-5025

[www.constructionjunction.org/](http://www.constructionjunction.org/)

This organization supports and promotes conservation through the reuse of building materials and provides usable building materials & household items to people in the community at a very low cost.

## East End Community Thrift Shop ("Thrifty")

5123 Penn Avenue, Pittsburgh, PA 15224, (412) 361-6010

<http://thomasmertoncenter.org/thrifty/>

This store is open to the community offering clothing, furniture, and small appliances. Social service workers can fill out an application on behalf of their consumer to receive a small voucher to be used for household items within this thrift shop. Call directly for the guidelines and an application.

## Goodwill Thrift Stores

Dormont (412) 942-0090, Hill District (412) 924-0070, Cheswick (724) 274-5883

Monroeville (412) 856-9840, North Hills (412) 635-9612, North Side (412) 322-5666, South Side (412) 481-5390, Whitehall (412) 885-5151

Addresses and more area locations available at [www.goodwillswpa.org/goodwill-stores](http://www.goodwillswpa.org/goodwill-stores)

Computer store location in Lawrenceville: [www.goodwillswpa.org/computer-store](http://www.goodwillswpa.org/computer-store)

## The Salvation Army Family Thrift Store

44 South 9<sup>th</sup> Street, Pittsburgh, PA 15203, (412) 481-7900

Vouchers may be provided to individuals in need for use at the Salvation Army Thrift Shop. Social service workers can call for the guidelines and an application. Anyone can also walk in or call the thrift shop located in Southside.

## St. Vincent DePaul Society

Coraopolis: (412) 264-2378 · 415 Chess Street, Coraopolis, PA 15108

Penn Hills: (412) 247-4157 · 10736 Frankstown Road, Pittsburgh, PA 15235

Monroeville: (724) 733-8585 · 1730 Golden Mile Highway, Monroeville, PA 15146

Sharpsburg: (412) 781-2020 · 900 Main Street, Pittsburgh, PA 15215

Castle Shannon: (412) 882-8519 · 3423 Library Road, Pittsburgh, PA 15234

Social service workers, priests and pastors are able to refer consumers to St. Vincent DePaul thrift shops for vouchers for lower cost or no cost furniture. Anyone can call or walk into the 5 stores located in Allegheny County.

## Online Resources

Please consider visiting web sites such as [www.craigslist.com](http://www.craigslist.com) or [www.freecycle.org](http://www.freecycle.org) for low cost or free used furniture and household items in your area.

Visit [www.shopans.org](http://www.shopans.org) which is a partnership of nonprofit charitable agencies in Western PA that have joined forces to form the first collaborative effort to make a proactive, positive impact on the way local consumers think about donating goods for resale. This site gives names and addresses of nonprofit resale shops. Purchasing items at these resale shops provides direct support to social service programs in Western PA.

## GRANDPARENTS RAISING GRANDCHILDREN

	Located	Serves
<b>Allegheny Cty Department of Human Services</b> <b>Family Caregiver Support Program</b> 2100 Wharton Street, Second Floor, Pittsburgh, PA 15203 <i>caregiver program that can offer a reimbursement resource option to families caring for a child 0-18 years old</i>	(412) 350-5460 Downtown	Allegheny Cty.
<b>A Second Chance, Inc</b>   <i>2 monthly meetings to assist grandparents in the job of caring for their grandchildren</i>	(412) 342-0600 <a href="http://www.asecondchance-kinship.com">www.asecondchance-kinship.com</a>	Allegheny Cty.
<b>Grandparent Information Center</b> 601 East Street NW Washington, DC, 22049 <i>national support and information center for grandparents raising grandchildren, offering advice and support</i>	(888) 687-2277 <a href="http://www.aarp.org">www.aarp.org</a>	Washington, DC United States
<b>Penn State Cooperative Extension</b> Kinship Programs   <i>an online list of resources for kin who are parenting their relative's children</i>	   <a href="http://extension.psu.edu/kinship/programs/allegheny">http://extension.psu.edu/kinship/programs/allegheny</a>	

HIV/AIDS & SEXUALLY TRANSMITTED DISEASES			
		Located	Serves
<b>Allegheny County Health Department</b> 3441 Forbes Avenue, 2nd Floor (Forbes Medical) Pittsburgh, PA 15213 <i>STD and HIV testing</i>	(412) 687-2243  STD testing: (412) 578-8081 HIV testing: (412) 578-8332	Oakland	Allegheny Cty.
<b>Persad Center, Inc.</b> 5150 Penn Avenue Pittsburgh, PA 15224-1627 <i>LGBT outpatient counseling for individuals/sexual minorities, also for couples &amp; families, support groups</i>	(412) 441-9786 1-888-873-7723	Bloomfield	Tri-State area
<b>Pittsburgh AIDS Task Force</b> 5913 Penn Avenue, 2nd. Floor Pittsburgh, PA 15206 <i>diagnosis, treatment, referrals for HIV, sexually transmitted diseases, other healthcare and services</i>	(412) 345-7456 (888) 204-8821 <a href="http://www.patf.org">www.patf.org</a>	East Liberty	Southwestern PA
<b>Planned Parenthood of Western PA</b>   <i>HIV testing</i>	(412) 434-8971 (412) 257-9880 (412) 264-7205 <a href="http://www.ppwpa.org">www.ppwpa.org</a>	(Downtown) (Bridgeville) (Moon)	Allegheny Cty.
<b>The Positive Health Clinic</b> <b>Allegheny General Hospital</b> 1307 Federal Street, Pittsburgh, PA 15212 <i>early HIV intervention and treatment, case management, family &amp; individual counseling, referrals</i>	(412) 359-3360 For HIV testing, call John Nardi at (412) 359-4424 <a href="http://www.wpahs.org">www.wpahs.org</a>	North Side	Allegheny Cty.
<b>Prevention Point Pittsburgh</b> 907 West Street Pittsburgh, PA 15221 <i>provides clean injection equipment and related services to injection drug users to reduce spread of diseases</i>	(412) 247-3404 <a href="http://www.pppgh.org">www.pppgh.org</a>	Wilkinsburg	Allegheny Cty.
<b>Shepherd Wellness Community</b> 4800 Sciota Street Pittsburgh, PA 15224 <i>Weekly dinners, support groups, social activities, transportation, newsletter for those with HIV/AIDS</i>	(412) 683-4477 <a href="http://www.swconline.org/">www.swconline.org/</a>	Bloomfield	Allegheny Cty.
<b>University of Pittsburgh Medical Center</b> <b>Pittsburgh AIDS Center for Treatment (PACT)</b> <b>Pitt Treatment Evaluation Unit (PTEU)</b> <i>Participation in experimental studies, services are free of charge</i>	(412) 647-7228 (412) 647-8125	Oakland	No Restrictions

## SUBSIDIZED HOUSING

### Housing Authorities

#### **Allegheny County**

625 Stanwix Street

12<sup>th</sup> Floor

Pittsburgh, PA 15222

**Subsidized housing (412) 355-8940**

**Section 8 (412) 355-8940** (then press 2)

[www.achsng.com](http://www.achsng.com)

#### **City of Pittsburgh**

200 Ross Street, 9<sup>th</sup> Floor

Pittsburgh, PA 15219

**Subsidized housing (412) 456-5030**

**Section 8 (412) 456-5090**

(number for existing Section 8 participants)

[www.hacp.org](http://www.hacp.org)

#### **McKeesport**

2901 Brownlee Avenue, 2nd Floor

McKeesport, PA 15132

**(412) 673-6942**

[www.mckha.org](http://www.mckha.org)

#### **Housing and Urban Development**

(HUD) provides two lists (1) for families and (2) for older adults of all the subsidized housing options available in Allegheny County. This list contains housing authority and private landlord (such as non-profit management programs) properties. Each property maintains its own waiting list.

**(412) 644-6428, [www.hud.gov](http://www.hud.gov)**

**Section 8** vouchers travel with the renter anywhere in the United States. Any property can be rented if the landlord is willing to participate in the Section 8 program and the property meets certain safety and sanitation standards. Certificate holders pay 30% of their income to rent and there is a ceiling on the total rent amount. With a voucher, the individual pays a set amount and the housing authority pays the difference in rent.

Occupants of **subsidized housing** (also known as **public housing**) pay no more than 30% of their income for rent.



## Housing Programs in Allegheny County



### HOUSING COUNSELING & ASSISTANCE

#### ***ACTION-Housing***

Mission: To empower people to build more secure and self-sufficient lives through the provision of decent, affordable housing, essential supportive services, asset building programs, and educational and employment opportunities. Has a history of serving the most vulnerable populations, including veterans, homeless families, and youth aging out of the foster care system. [ahi@actionhousing.org](mailto:ahi@actionhousing.org), [www.actionhousing.org](http://www.actionhousing.org), (412) 281-2102

***Allegheny Housing Rehabilitation Corporation (AHRCO)*** provides a housing management program which offers subsidized and non-subsidized housing in specific neighborhoods of the county. (412) 687-6200

***NeighborWorks Western Pennsylvania*** provides financial empowerment that promotes homeownership, stable and happy homes and vibrant communities by offering credit/budget counseling, pre-purchase, pre-settlement and post purchase counseling, home buyer education, financial education and foreclosure prevention services.

[info@nwwpa.org](mailto:info@nwwpa.org) / [www.nwwpa.org](http://www.nwwpa.org) / (412) 281-9773

***Supportive Relocation Program/Community Human Services*** provides case management services, relocation and tangible assistance for homeless individuals and families. Clients must have a stable source of income and an agreement to comply with a comprehensive case management plan to be eligible. (412) 246-1640 or (412) 621-6513

***Urban League*** provides financial help with first months rent/security deposit, housing counseling and housing resource lists. City - (412) 227-4805, County - (412) 227-4812

The Department of Human Services publishes a detailed listing for **homeless services** of emergency and supportive services called the **HUD/HAP Contracted Providers of Housing Directory** [www.alleghenycounty.us/dhs/guides.aspx](http://www.alleghenycounty.us/dhs/guides.aspx)

### HOUSING REPAIR

***AHILP / Allegheny County Department of Economic Development*** provides financial help for home improvements to qualifying (elderly/very low income/disabled) residents of most neighborhoods in Allegheny County. (412) 350-6337

***Urban Redevelopment Authority of Pittsburgh*** provides low-interest loans and below-interest mortgage programs to Pittsburgh city residents. (412) 255-6600

***ACTION Housing Accessibility Modification Program*** provides grants to eligible (elderly/disabled) residents of our county to make their home accessible. (412) 281-2102

***Hosanna Industries*** provides construction services (including disability access improvements) for needy qualified low-income households as well as disaster relief services. (724) 770-0262

**Habitat for Humanity of Greater Pittsburgh** provides housing services to low-income residents of Allegheny County including rehabilitation and weatherization programs. (412) 351-0512

#### **WEATHERIZATION:**

***ACTION-Housing*** - for residents of the City of Pittsburgh. (412) 281-2102

***Weatherization Program*** - provides free weatherization to elderly or low-income homeowners or renters throughout Allegheny County outside of the City (412) 227-3700

#### **HANDYMAN JOBS:**

***Pittsburgh Project*** provides minor repairs, including painting, drywall, and gardening for the owner-occupied homes of those who physically or financially cannot do the work for themselves. Focus is on elderly. (412) 321-1678

It is difficult to access many services without proper identification. The following information is provided to assist in acquiring proper identification if needed.

# Identification

## **BIRTH AND DEATH CERTIFICATES**

**WHERE:** Pennsylvania Department of Health

**HOW:** [www.health.state.pa.us/vitalrecords](http://www.health.state.pa.us/vitalrecords)

## **BIRTH AND DEATH CERTIFICATES**

**WHERE:** Division of Vital Records

Pittsburgh State Office Building, 411 Seventh Avenue Suite 360, Pittsburgh, PA 15219

412-565-5113 (recorded message)

**FYI:**

- \$20.00 fee per copy. Check or money order only, no cash accepted.
- Fee not required for active or inactive members of the armed forces or their dependents.

Information required for obtaining birth certificate:

- Full name, gender, date of birth, and city and county of birth.
- Parents' names, including mother's maiden name.
- Reason for request
- Relationship to the person (if requesting for records of someone other than self)
- Applicant's day phone #, including area code, and mailing address.
- Applicant's signature.

## **CRIMINAL RECORDS**

**WHERE:** Allegheny County Courthouse, 436 Grant Street, Pittsburgh, PA 15219, 1st and 2nd floors, Clerk of Courts  
412-350-5322 (then press 8)

**HOW:** Search computer records by name, date of birth, Social Security number, or case number. Search paper files by name or case number.

**FYI:** Basic information (charges and the disposition of the case) is available. For more information, you can fill out a form and the entire file will be retrieved. Also, basic information can be accessed on the internet at <http://ujportal.pacourts.us/DocketSheets/CP.aspx>.

## **DRIVERS LICENSE/NON DRIVERS LICENSE PHOTO IDENTIFICATION**

**WHERE:** Department of Motor Vehicles

**HOW:** phone 1-800-932-4600 or internet [www.dmv.state.pa.us](http://www.dmv.state.pa.us)

**FYI:** Information regarding drivers license centers in the state. You can search by zip code or county to locate a center. Information on renewing/obtaining a driver's license or photo ID.

## **IMMIGRATION RECORDS**

**WHERE:** Federal Courthouse, Liberty Avenue at 700 Grant St. 8th floor, Pittsburgh, PA 15219

**HOW:** Card file only. Search by name. Fill out request form for file.

**FYI:** Information includes date of birth, year moved to U.S., year of citizenship.

## **SOCIAL SECURITY CARD**

**WHERE:** Social Security Administration, Downtown Pittsburgh, 921 Penn Avenue, Pittsburgh, PA 15222 (Offices also in McKeesport, North Side, Mt. Lebanon, East Liberty)

**HOW:** internet [www.ssa.gov](http://www.ssa.gov) or [www.socialsecurity.gov](http://www.socialsecurity.gov) or phone 1-800-772-1213

## **VOTER REGISTRATION**

**WHERE:** County Office Building, Ross Street and Forbes Avenue, Pittsburgh, PA 15219 6th floor, Elections Office

**HOW:** Visit in person, or call 412-350-4510.

**FYI:** Information includes birth date, party affiliation, and voting history.



# Intellectual Disability

The Allegheny County Department of Human Services **Office of Intellectual Disability (OID)** provides coordinated mental retardation (MR) services through a number of contracted agencies. In order for eligible individuals to obtain Home and Community Based Waiver services and/or Supports Coordination through Allegheny County MR service system they must be registered with the OID. Everyone registered with OID receives Supports Coordination.

## How to Register for Intellectual Disability services

### How does the registration and intake process begin?

Registering for intellectual disability services begins with a call to a Registration Specialist at the Allegheny County Office of Intellectual Disability at 412-253-1250.

Be prepared to provide the following information regarding the person for whom services are being requested

Full name	Current address
Telephone number	Social Security Number
Birth Date	Medical/Health Insurance information including the name of the Health Insurance carrier and identifying numbers of the Health Plan
History of mental retardation / intellectual disability services	Educational Services such as the name(s) of schools that the person attended

If the caller is supporting the person seeking services they will also be asked their name, address and telephone number, and to discuss the type of services and supports that the person may need. The Registration Specialist will discuss what services and supports are available to meet the person's needs. If someone other than the person or their legal guardian is calling to request services, the person must also confirm that they are in agreement with the request for services.

### What happens after the initial contact with the Registration Specialist?

The Registration Specialist will seek documentation that confirms the person has a diagnosis of intellectual disability / mental retardation.

*Please see FactSheet: Eligibility for Intellectual Disability Services for more information.*

Once the diagnosis is confirmed the OID Registration Specialist will contact the person and/or family to schedule an intake meeting. The meeting will be scheduled in a convenient location such as:

- ☐ The person's or family's home
- ☐ The person's school
- ☐ The Allegheny County Office of Intellectual Disability (Two locations—Green Tree and Forest Hills)
- ☐ The Registration Specialist's office: Executive Commons Building, 110 Roessler Road, Suite 100 A, Pittsburgh, PA 15220
- ☐ A place in the community convenient for the person/family



## What is needed for the intake meeting?

- ☐ The person's health insurance identification information
- ☐ A copy of the person's Social Security Card and Birth Certificate
- ☐ Other information as identified by the Registration Specialist (this will be communicated before the meeting occurs)

The Registration Specialist will discuss the above with the person/family as well as information about the person's rights, services and supports.

## What happens at the intake meeting?

- ☐ The Registration Specialist will work with the person and the family to complete the Personal Planning Information (PPI) form.
- ☐ The Registration Specialist will review Right to Hearing and Appeal information and may, when appropriate, also review Lifesharing and Employment information.
- ☐ The Registration Specialist will provide the person/family with information about Supports Coordination and contact information for Supports Coordination Organizations (SCO). The person/family will have a chance to choose one of the SCOs. There are three SCOs located in Allegheny County. This choice can be made during the meeting or by contacting the Registration Specialist once the decision has been made.
- ☐ Completion of the following forms:
  - ☐ HIPAA ( Health Insurance Portability and Accountability Act)
  - ☐ Service Preference Form for individuals who are already approved for Medical Assistance or a PA 600 (Medical Assistance Application) for individuals who do not already receive Medical Assistance
  - ☐ Supports Coordination Organization Choice Form
  - ☐ Consent For Release of Information Form

## What happens after the intake meeting?

- ☐ The Registration Specialist will notify the Supports Coordination Organization of the person/family's choice.
- ☐ The Supports Coordination Organization will provide the person/family with a Supports Coordinator who will contact the person/family to follow up on any recommendations and to assist in future planning.
- ☐ The Supports Coordinator will be responsible for locating, coordinating and monitoring services. *Please refer to the FactSheet: Supports Coordination for more information.*

Additional information on services and supports is available at the following websites:

- ☐ Allegheny County Office of Intellectual Disability [www.alleghenycounty.us/dhs/mr.aspx](http://www.alleghenycounty.us/dhs/mr.aspx)
- ☐ Department of Public Welfare [www.dpw.state.pa.us](http://www.dpw.state.pa.us)



LEGAL			
		Located	Serves
<b>Allegheny County Bar Association Lawyer Referral Service</b>	(412) 261-5555 <a href="http://www.acba.org/lrxweb/lrx_online.lrx">www.acba.org/lrxweb/lrx_online.lrx</a>	Downtown	Allegheny Cty.
<b>Allegheny County Bar Association Divorce Law Project</b> 920 City-County Building, Pittsburgh, PA 15219 <i>legal representation for low-income people going through a relatively simple divorce, workshops held monthly</i>	(412) 402-6714	Downtown	Allegheny Cty.
<b>Disability Rights Network</b> 701 Law and Finance Building 429 Fourth Avenue, Pittsburgh, PA 15219 <i>legal consultation and representation for individuals with disabilities, education about legal rights</i>	(412) 391-5225 <a href="http://www.drnpa.org">www.drnpa.org</a>	Downtown	No Restrictions
<b>Education Law Center Pittsburgh Branch</b> 429 4th Avenue, Suite 702, Pittsburgh, PA 15219 <i>works to make good public education a reality for Pennsylvania's most vulnerable children</i>	(412) 258-2120 <a href="http://www.elc-pa.org">www.elc-pa.org</a>	Downtown	Allegheny
<b>Neighborhood Legal Services Association</b> 928 Penn Avenue Pittsburgh, PA 15222 <i>free legal advice, counsel and representation for civil issues, Elderly Law Project, PFA's, income guidelines</i>	(412) 255-6700 <a href="http://www.nlsa.us">www.nlsa.us</a>	Downtown	Allegheny Beaver, Butler Lawrence Cty.s.
<b>Public Defender</b> Suite 400, 542 Forbes Avenue Pittsburgh, PA 15219 <i>legal defense for eligible adult &amp; juveniles for criminal charges or respondents in civil mental health cases</i>	(412) 350-2401	Downtown	Allegheny Cty.
<b>YWCA Legal Resources for Women</b> <a href="http://www.ywcapgh.org">www.ywcapgh.org</a> <i>referral service to legal services</i>	(412) 255-1488 non-family law issues family law issues	Downtown	No Restrictions (serves men or women)

#### LEGAL SERVICES - CHILDREN'S COURT

<b>Allegheny County Bar Association Juvenile Court Project (AKA Parent Advocacy)</b> 436 Seventh Avenue, Suite 1100, Koppers Building, Pittsburgh, PA 15219 <i>representation for CYF parents in Children's Court who do not have an attorney, income guidelines apply</i>	(412) 391-4467	Downtown	Allegheny Cty.
<b>KidsVoice (AKA Legal Aid for Children or Child Advocates)</b> 700 Frick Bldg, 437 Grant Street, Pgh. PA 15219 <i>representation of children and adolescents in Children's Court dependency proceedings</i>	(412) 391-3100 <a href="http://www.kidsvoice.org">www.kidsvoice.org</a>	Downtown	Allegheny Cty.



MENTORING			
		Located	Serves
<b>100 Black Men of W PA</b> P.O. Box 254 Pittsburgh, PA 15230 <i>group mentoring for young African Americans with focus on culture, economic, health and education</i>	(412) 361-2142	Pittsburgh	Greater Pgh. Allegheny Cty. Beaver Cty.
<b>ACE Mentor Program of Pittsburgh</b> 337 Fourth Avenue Pittsburgh, PA 15222 <i>engage, excite and enlighten high school students to pursue careers in the integrated construction industry</i>	(412) 261-1570 <a href="http://www.acementor.org">www.acementor.org</a>	Pittsburgh	Allegheny Cty.
<b>ACE Mentor Program of Pittsburgh</b> 337 Fourth Avenue Pittsburgh, PA 15222 <i>engage, excite and enlighten high school students to pursue careers in the integrated construction industry</i>	(412) 261-1570 <a href="http://www.acementor.org">www.acementor.org</a>	Pittsburgh	Allegheny Cty.
<b>Big Brothers and Big Sisters of Greater Pgh.</b> 5989 Penn Circle South, Suite 1 Pittsburgh, PA 15206 <i>prevention oriented one-to-one adult friendship and guidance for ages 6 - 13, from single parent families</i>	(412) 363-6100 <a href="http://www.bbbspittsburgh.org">www.bbbspittsburgh.org</a>	East Liberty	Allegheny Cty. Washington Cty
<b>Male Coalition Program</b> <b>Center for Family Excellence</b> 409 Dinwiddie St., Pittsburgh, PA 15219 <i>helps teenage, young adult, and adult males to address issues that hinder their personal development</i>	(412) 232-0322	Hill District	City of Pgh. and Allegheny County
<b>Family Guidance, Inc.</b> 307 Duff Road Sewickley, PA 15143 <i>one-to-one program that provides a mature Christian mentor to befriend a child, ages 7-15</i>	(412) 741-8550 <a href="http://www.familyguidance.net">www.familyguidance.net</a>	Sewickley	Allegheny, Butler, Beaver Westmoreland Washington
<b>Goodwill Industries of Western PA</b> <b>Goodguides Youth Mentoring</b> 118 52nd Street, Pittsburgh, PA 15201 <i>career focused mentoring program for at-risk youth between the ages of 12-17</i>	(412) 481-9005	Lawrenceville	Allegheny Cty
<b>Mentoring Partnership of Southwestern PA</b> One Hope Square, 1901-15 Centre Avenue Pittsburgh, PA 15219 <i>helps mentoring programs by providing training, support, education, quality assistance, recruiting, referrals</i>	(412) 281-2535 <a href="http://www.mentoringpittsburgh.org">www.mentoringpittsburgh.org</a>	Strip District	SW PA
<b>M.E.S.H. (Moms Educationg themselves, Sharing experiences, and Helping each other)</b> Pregnancy Resource Center of the South Hills 101 Drake Road, Suite A Pgh, Pa 15241 <i>Mentoring program for young single moms, providing support, and practical, professional advice</i>	(412) 833-7445 <a href="http://www.prcsh.org">www.prcsh.org</a>	Upper St. Clair	Allegheny Cty. Wash Cty.

PARENTING EDUCATION			
		Located	Serves
<b>Arsenal Children and Family Center</b> 336 South Aiken Avenue Pittsburgh, PA 15232 <i>offers a variety of parenting education programs and supervised visitation</i>	(412) 345-0008	Shady Side Clairton	Allegheny Cty.
	<a href="http://www.arsenalfamily.com">www.arsenalfamily.com</a>		
<b>A Second Chance, Inc.</b> 8350 Frankstown Ave Pittsburgh, PA 15221 <i>birth parent support services including a 12 week structured parenting education class</i>	(412) 342-0600	Wilkinsburg	Allegheny Cty.
	<a href="http://www.asecondchance-kinship.com">www.asecondchance-kinship.com</a>		
<b>Children's Hospital of Pittsburgh The Community Education Program</b> 4401 Penn Avenue, Pittsburgh, PA 15224 <i>parenting and health related classes for adults, classes of interest for youth, not for court-ordered consumers</i>	(412) 692-7105	many sites throughout the area	no restrictions
	<a href="http://www.chp.edu">www.chp.edu</a>		
<b>Family Resources First Steps</b> 141 South Highland Ave, Pittsburgh, PA 15206 <i>home visitation program for mothers of children b-5, parenting support, child development, respite, nutrition</i>	(412) 363-1702	many sites throughout the county	no restrictions
<b>Family Resources The Nurturing Course</b> 141 South Highland Ave, Pittsburgh, PA 15206 <i>12-week parenting education program for parents with children ages birth-18, programs for children</i>	(412) 363-1702	East Liberty	no restrictions
	<a href="http://www.familyresourcesofpa.org">www.familyresourcesofpa.org</a>		
<b>Family Resources Warmline</b> <i>hotline for parents, caregivers and professionals with non-medical parenting concerns and questions</i>	(412) 641-4546 (800) 641-4546		Allegheny Cty. & surrounding counties
	<a href="http://www.familyresourcesofpa.org">www.familyresourcesofpa.org</a>		
<b>Focus on Renewal Center Positive Parenting Program</b> 901 Grey Ave, McKees Rocks, PA 15136 <i>family support services and support groups for parents</i>	(412) 771-6009	McKees Rocks Hays Manor Meyers Ridge	McKees Rocks Stowe Twp.
	<a href="http://www.focusonrenewal.org">www.focusonrenewal.org</a>		
<b>Genesis of Pittsburgh, Genesis Center</b> 141 North Fremont Avenue Pittsburgh, PA 15202 <i>Free pregnancy testing, counseling, parenting classes, nutrition classes and childbirth classes</i>	(412) 766-4934	Bellvue	no restrictions
	<a href="http://www.genesisppgh.org">www.genesisppgh.org</a>		
<b>Healthy START</b> 400 North Lexington Street Pittsburgh, PA 15208 <i>support and referrals for families with emphasis on prenatal care, low birthweight infants, family planning</i>	(412) 247-4009	Homewood	sites throughout Allegheny Cty.
	<a href="http://www.healthystartpittsburgh.org">www.healthystartpittsburgh.org</a>		
<b>Pregnancy Resource Center of the South Hills</b> 101 Drake Road, Suite A Pgh, PA 15241 <i>Parenting classes to help parents know they're doing the right thing when it comes to their child's care</i>	(412) 833-7445	Upper St. Clair	Allegheny Cty. Wash Cty.
	<a href="http://www.prcsh.org">www.prcsh.org</a>		

PREGNANCY - SUPPORT / COUNSELING / RESIDENTIAL			
		Located	Serves
<b>Adagio Health</b> www.adagiohealth.org <i>prenatal care programs are tailored to meet the individual needs of expectant mothers</i> <i>includes nutrition counseling, home medical visits, transportation help, parenting classes, other programs</i>	(800) 215-7494	throughout Allegheny County	No Restrictions
<b>Allegheny County Health Department, WIC Program</b> <b>BreastFeeding Promotion Program &amp; Helpline</b> <i>helpline will provide phone assistance to any woman needing support while breast feeding</i>	(412) 687-2243 (412) 687-2243		Allegheny Cty.
<b>Allegheny County Health Department</b> <b>Maternal &amp; Child Health Program</b> 907 West Street, Pittsburgh, PA 15221 <i>goal is to maximize the quality of life and health of mothers, infants, children and their families in Allegheny County</i>	(412) 247-7950 <a href="http://www.achd.net/childhth/index.html">www.achd.net/childhth/index.html</a>	Wilkinsburg	Allegheny Cty.
<b>Alliance for Infants and Toddlers, Inc.</b> The Hough Building, 2801 Custer Avenue Pittsburgh, PA 15227 <i>in-home follow-up, parent education, screening and tracking for at-risk or infants w/ 25% dev. delay; ages b - 3</i>	(412) 885-6000	Brentwood	Allegheny Cty.
<b>A Voice For Life</b> Guy Miller Ministries, P.O. Box 494 McKeesport, PA 15134 <i>provides a means by which babies can be raised in loving homes</i>	(412) 673-7130	McKeesport	No Restrictions
<b>Birthright of Pittsburgh, Inc.</b> 160 N. Craig Street, Suite 200 Pittsburgh, PA 15213 <i>confidential crisis counseling, free pregnancy testing, support, alternatives to abortion, baby clothing</i>	(800) 550-4900 (412) 621-1988 <a href="http://www.birthright.org">www.birthright.org</a>	Oakland	No Restrictions
<b>Catholic Charities, Diocese of Pittsburgh</b> <b>Pregnancy Program</b> 212 Ninth St., Pittsburgh, PA 15222 <i>residential and home-based services to pregnant women and girls</i>	(412) 687-4410	Downtown Pgh	No Restrictions
<b>Children's Home of Pittsburgh &amp; Lemieux Family Center</b> 5324 Penn Avenue, Pittsburgh, PA 15224 <i>Licensed, caring counselors available 24/7 to support your decisions. Adoption services available.</i>	(412) 441-4884 (800) 961-7704 <a href="http://www.childrenshomepgh.org">www.childrenshomepgh.org</a>	Friendship	Allegheny Cty.
<b>Every Child, Inc.</b> <b>Doula Family Support Servcies</b> 6401 Penn Avenue, Pittsburgh, PA 15206 <i>childbirth education, labor and delivery support, transporation, tangible assistance</i>	(412) 665-0600 <a href="http://www.everychildinc.org">www.everychildinc.org</a>	East Liberty	Allegheny Cty.
<b>Family Resources</b> <b>First Steps</b> 141 South Highland Ave, Pittsburgh, PA 15206 <i>home visitation program for mothers of children b-5, parenting support, child development, respite, nutrition</i>	(412) 363-1702	may sites throughout the county	no restrictions
<b>Genesis of Pittsburgh</b> P.O. Box 41017 Pittsburgh, PA 15202 <i>parenting classes, clothing and equipment</i>	(412) 766-4934 <a href="http://www.genesispgph.org">www.genesispgph.org</a>	Bellevue	No Restrictions

<b>Genesis of Pittsburgh, Genesis House</b> PO Box 41017 Pittsburgh, PA 15202 <i>residential and home-based services to pregnant women or girls</i>	(412) 766-2693 <a href="http://www.genesispgh.org">www.genesispgh.org</a>	Bellevue	Allegheny and Washington Counties
<b>Healthy START</b> 400 North Lexington Street Pittsburgh, PA 15208 <i>supportive services and info &amp; referral, w/ emphasis on prenatal care, low birth weight, family planning</i>	(412) 247-1000	Homewood ** sites throughout Allegheny County	Allegheny Cty.
<b>Nurse-Family Partnership</b> 907 West Street, 2nd Floor Pittsburgh, PA 15221 <i>Helping first-time parents succeed</i>	(412) 247-7806 <a href="http://www.nursefamilypartnership.org">www.nursefamilypartnership.org</a>	Wilkinsburg	Allegheny Cty.
<b>Planned Parenthood of Western PA</b> <a href="http://www.ppwp.org/ppwp/">http://www.ppwp.org/ppwp/</a> 933 Liberty Ave., Pgh, PA 15222, (800) 230-7526 <i>clinics providing gynecological care</i>	Bridgeville (412) 257-9880 Downtown (412) 434-8971 (412) 562-1900 Moon Twp (412) 264-7205		Allegheny County Greensburg
<b>Pittsburgh Family Development Gideon's Place</b> 708 Talbot Avenue, Braddock, PA 15104 <i>focuses on pregnancy counseling, parenting classes, support for mothers and fathers</i>	(412) 271-1004 <a href="http://www.pghfamilydev.org">www.pghfamilydev.org</a>	Braddock	No Restrictions
<b>Pregnancy Resource Center of the South Hills</b> <b>101 Drake Road, Suite A</b> Pittsburgh, PA 15241 <i>Free pregnancy testing, confidential support for unplanned pregnancies, and additional supportive services.</i>	(412) 833-7445 <a href="http://www.prcsh.org">www.prcsh.org</a>	Upper St. Clair	Allegheny Cty. Washington Cty.
<b>Travelers Aid Society of Pittsburgh</b> <b>Mobile Moms Program</b> , **contact your local hospital or physician for a referral to this program 343 Blvd. Allies, Pittsburgh PA 15222 <i>transportation for income eligible woman to prenatal checkups, testing appointments and postnatal checkups</i>	(412) 281-5466	Downtown	Allegheny Cty.
<b>Woman's Choice Netowrk</b> 160 North Craig Street, Suite 202 Pittsburgh, PA 15213 <i>medical and educational support for women with unplanned pregnancies</i>	(412) 687-7767 <a href="http://www.imissedmyperiod.org">www.imissedmyperiod.org</a>	Oakland	Allegheny Cty.

"Service Coordination Units" previously known as "Base Service Units" provide behavioral health services in different catchment areas throughout Allegheny County. Consumers may access services by using their medical insurance or fees can be set on a sliding scale. Depending on the program or income eligibility guidelines, some services may also be free of charge. These agencies offer a wide range of treatment and support for children and adults whose functioning is impaired by mental illness, mental retardation or alcohol and other drug dependency. A consumer may ask to be transferred to a different Service Coordination Unit, but he/she may find it more convenient to start with the program that services his/her area.

The re:Solve Crisis Network answers 24 hours per day for emergency mental health counseling and access to mobile mental health assistance 1-888-7YOU-CAN or 1-888-796-8226. Call (412) 350-4457 if you are not sure which agency is closest to a certain area or for information/consultation about 302 involuntary commitments to the hospital.

**Milestone, 412-243-3400**

**Administrative Office: 600 Ross Avenue, Pittsburgh, PA 15221**

[www.milestonecentersinc.org](http://www.milestonecentersinc.org)

**Chartiers MH/MR Center, Inc., 412-221-3302**

**437 Railroad Street, Bridgeville, PA 15017**

[www.chartierscenter.org](http://www.chartierscenter.org)

**Family Services of Western PA, 1-888-222-4200**

**310 Central City Plaza, New Kensington, PA 15068**

[www.fswp.org](http://www.fswp.org)

**Mercy Behavioral Health**

**North - 412 East Commons, Pittsburgh, PA 15212, 412-323-4500**

**South - 330 S. 9<sup>th</sup> St., Pittsburgh, PA 15203, 412-488-4040**

[www.mercybehavioral.org](http://www.mercybehavioral.org)

**Mon-Yough Community Services, MH Outpatient 412-675-8300**

**331 Shaw Ave. McKeesport, PA 15132**

[www.mycs.org](http://www.mycs.org)

**Staunton Clinic, 412-749-7330**

**111 Hazel Lane, Suite 300, Sewickley, PA 15143**

[www.stauntonclinic.com](http://www.stauntonclinic.com)

**Turtle Creek Valley MH/MR, 412-351-0222**

**723 Braddock Avenue, Braddock, PA 15104**

[www.tcv.net](http://www.tcv.net)

**Western Psychiatric Institute and Clinic, 412-624-1000**

**3811 O'Hara St, Pittsburgh, PA 15213**

<http://wpic.upmc.com/>

The following agencies are additional Service Coordination Units specific to treatment for children and adolescents only.

Family Links, 412-942-0424  
2644 Banksville Road, Pittsburgh, PA 15210  
[www.familylinks.org](http://www.familylinks.org)

Allegheny Children's Initiative, Inc., 412-431-8006  
2304 Jane Street, Pittsburgh, PA 15203  
[www.pfq.org](http://www.pfq.org)

Human Services Administration Organization, 412-884-4500  
2801 Custard Avenue, First Floor, Pittsburgh, PA 15227  
[www.hsao.info](http://www.hsao.info)

Pressley Ridge, 1-888-777-0820 or 412-992-5145  
530 Maarshall Avenue, Pittsburgh, PA 15214  
[www.pressleyridge.org](http://www.pressleyridge.org)

SEXUAL MINORITIES			
		Located	Serves
<b>Bet Tikvah</b>	(412) 256-8317 <a href="http://www.bettikvah.org">www.bettikvah.org</a> <i>community group focusing on Jewish lesbian, gay, bisexual, transgendered individuals</i>		
<b>Dignity/Pittsburgh</b>	(412) 362-4334 <a href="http://www.dignitypgh.org">www.dignitypgh.org</a> <i>community group focusing on Catholic LGBT individuals; Services 7 p.m. Sundays</i>		
<b>GLEC Pittsburgh</b> Email <a href="mailto:glecpgh@gmail.com">glecpgh@gmail.com</a> to be contacted about events <i>community group focusing on professional lesbian, gay and bisexual individuals</i>	<a href="http://www.glecpitt.org">www.glecpitt.org</a>		
<b>Gay and Lesbian Community Center</b> PO Box 5441 Pittsburgh, PA 15206	(412) 422-0114 <a href="http://www.glccpgh.org">www.glccpgh.org</a>	East Liberty	Tri-State area
<b>GLEND A</b> PO Box 5441 Pittsburgh, PA 15206 <i>fosters appreciation of gays, lesbians and all people by working together with diverse communities</i>	(412) 422-1303 <a href="http://www.glenda.org">www.glenda.org</a>		Western PA
<b>GLSEN</b> (The Gay, Lesbian & Straight Education Network) 304 Morewood Ave Pittsburgh, Pennsylvania 15203 <i>strives for every school to respect all members regardless of sexual orientation or gender identity/expression</i>	(412) 254-4573 <a href="http://glsen.org/node">http://glsen.org/node</a>		Pgh Chapter
<b>Persad Center, Inc.</b> 5150 Penn Avenue Pittsburgh, PA 15224-1627 <i>outpatient mh center for sexual minorities, counseling for individuals, couples &amp; families, support groups</i>	(412) 441-9786 <a href="http://www.persadcenter.org">www.persadcenter.org</a> 1-888-873-7723	Bloomfield	Tri-State area
<b>Pittsburgh AIDS Task Force</b> 5913 Penn Avenue Pittsburgh, PA 15206 <i>outpatient mh center for sexual minorities, counseling for individuals, couples &amp; families, support groups</i>	(412) 345-7456 (888) 204-8821 <a href="http://www.patf.org">www.patf.org</a>	Wilkinsburg	Southwestern PA
<b>Pittsburgh Transsexual Support Group</b> 6020 Centre Ave Pittsburgh, PA 15206 <i>support group for transsexual and transgendered individuals, spouses, family members, advocates</i>	(412) 661-7030 <a href="http://www.ptsq.org">www.ptsq.org</a>	East Liberty	Tri-State area
<b>PFLAG Pittsburgh</b> <b>Parents Friends of Lesbians and Gays</b> PO Box 5406, Pittsburgh, PA 15206 <i>Support group: 2nd Sunday of every month at the 3rd Presbyterian Church at the corner of 5th St. and Negley support groups, advocacy, acts to create a social society that is healthy and respectful of human diversity</i>	(412) 833-4556 <a href="http://www.pflagpgh.org">www.pflagpgh.org</a>		Pgh and other chapters
<b>SAY YES Drop In</b> (Service Access for Youth Youth Engaged in Service Homeless Drop In) <i>services offered weekly at drop in for LGBTQIA youth who are experiencing or in danger of homelessness</i>	<a href="http://www.glccpgh.org/events/glcc-events">www.glccpgh.org/events/glcc-events</a>		





Individuals behind on utility payments can call their utility companies to arrange a payment plan. Most utilities have **Energy Assistance Programs (EAP's)** that low-income individuals may be able to access if they have had a temporary financial crisis. EAP services may include home visits, budget management, and reduced payments. Some utility companies will also refer clients to **CAP (Customer Assistance Program)** or **CARES (Customer Assistance Referral and Evaluation Service)** programs if asked. Social workers hired within the utility or contracted through other agencies assist low-income or otherwise needy households with either a temporary or long-term reduction in budget payments through CAP and CARES. Contact your utility company for information about these programs.

For additional information visit: [www.alleghenycounty.us/dhs/utility.aspx](http://www.alleghenycounty.us/dhs/utility.aspx)

## Dollar Energy Fund

Dollar Energy is a 'fund of last resort' for low-income households; consumers must apply for all other utility assistance programs before applying for Dollar Energy. Usually around the start of October, individuals who have terminated services can apply for assistance; usually around the beginning of March, applicants can apply for assistance regardless of the status of service (please call the phone numbers below for precise dates). The income guidelines differ from the LIHEAP programs. Dollar Energy is available to consumers of most gas and electric companies in Allegheny County as well as PA American Water. Assistance can be accessed through community agencies that provide the application screening. There are many screening agencies throughout Allegheny County.

(888) 282-6816 [www.dollarenergy.org](http://www.dollarenergy.org)

## Dollar Energy Income Guidelines 2014-2015

Household Size	1	2	3	4	5	6	7
Max Annual Income	\$ 23,340	\$ 31,460	\$ 39,580	\$ 47,700	\$ 55,820	\$ 63,940	\$ 72,060

\*Add \$8,120 for each additional person in the household.

## LIHEAP I (Low Income Home Energy Assistance Program)

LIHEAP I is a grant program that assists people on a fixed or low income to pay their fuel bills. Income guidelines apply which vary from year to year. Both homeowners & renters are eligible. The program operates during the heating season starting November 3, 2014 until April 3, 2015.

(412) 562-0330

## LIHEAP II / Crisis

This financial assistance program runs from November 3, 2014-April 3, 2015 for weather related emergencies such as furnace repair, hot water heating system repair, gas or fuel line repair, heating fuel purchase, and utility bill payment. The following income guidelines apply and payments can be made towards primary or secondary heating sources.

(412) 562-0330

## LIHEAP Yearly Income Guidelines 2014-2015

Household Size	1	2	3	4	5	6	7
Max Annual Income	\$17,505	\$23,595	\$29,685	\$35,775	\$41,865	\$47,955	\$54,045

\*Add \$6,090 for each additional person per year in the household.

## Public Utility Commission (PUC), Consumer Services

The PUC is a regulation agency that mediates and may resolve consumer complaints against utility companies. The PUC educates the public and monitors companies for regulation compliance. They may also intervene to assist an individual in stopping a utility shut off or in setting up a payment plan. Once a payment plan is arranged through the PUC, and an individual does not keep up with payment arrangements, the utility company has no further authority to arrange payment plans. The service may be terminated, and a client may be required to pay the entire balance to restore service. Many times, utility companies will arrange a payment plan as good as/better than a PUC plan. All attempts to make payment arrangements through utility companies should be made prior to contacting the PUC.

(800) 692-7380, <http://puc.state.pa.us>



VETERANS' SERVICES			
		Located	Serves
<b>Allegheny County Veterans' Services Office</b> 4141 Fifth Avenue, Pittsburgh, PA 15213 <i>insures that Veterans and/or widows &amp; dependents receive entitlements and benefits authorized by regulations</i>	(412) 621-4357 <a href="http://www.alleghenycounty.us/veterans">www.alleghenycounty.us/veterans</a>	Oakland	Allegheny Cty.
<b>Department of Veterans' Affairs VA Pittsburgh Health Care System/Health Care for the Homeless Veterans</b> 7180 Highland Dr, Building 5, Pgh., PA 15206 <i>mission is to improve the quality of life of paralyzed veterans</i>	(800) 647-6220 <a href="http://www.pittsburgh.va.gov">www.pittsburgh.va.gov</a>		Allegheny Cty.
<b>Operation Troop Appreciation</b> Century III Mall West Mifflin, PA 15123 3rd Floor (near Sears), look for parking space 100 <i>provides 'wish list' items for deployed troops to lift moral, provides items for entire units</i>	(412) 653-1317 <a href="http://www.operationtroopappreciation.org">www.operationtroopappreciation.org</a> Open: Tuesday, Thursday, Saturday 12pm-6pm	West Mifflin	
<b>Keystone Paralyzed Veterans of America</b> 1113 Main Street Pittsburgh, PA 15215-2407 <i>mission is to improve the quality of life of paralyzed veterans</i>	412-781-2474 800-775-9323 <a href="http://www.kpva.org">www.kpva.org</a>		
<b>Military Connections</b> <i>provides individual care packages and letters for deployed troops</i>	<a href="http://www.militaryconnections.org">www.militaryconnections.org</a>		
<b>Military Family Network</b> <i>links military members with various resources</i>	(412) 531-1970 <a href="http://www.militaryfamilynetwork.com">www.militaryfamilynetwork.com</a>		
<b>Veterans Leaderships Program of Western Pennsylvania, Inc.</b> 2471 East Carson Street, Pittsburgh, PA 15203	(412) 481-8200 <a href="http://www.vlpwpa.org/">www.vlpwpa.org/</a>	South Side	Western PA
<b>VET Center</b> 2500 Baldwick Road, Pittsburgh, PA 15205 2001 Lincoln Way, McKeesport, PA 15132	(412) 920-1765 (412) 678-7704	South Side McKeesport	Western PA

**VIOLENCE PREVENTION AND HELP FOR PEOPLE WHO ARE  
INCARCERATED, EX-OFFENDERS AND THEIR FAMILIES**

	<b>Located</b>	<b>Serves</b>
<b>A Second Chance, Inc.</b> 8350 Frankstown Road Pittsburgh, PA 15221 <i>Provides assistance to children when parents are incarcerated and CYF places children with relatives.</i>	412-342-0600 <a href="http://www.asecondchance-kinship.com">www.asecondchance-kinship.com</a>	Wilkinsburg Allegheny Cty.
<b>Allegheny County Department of Human Services Justice Related Services</b> <i>Support for men and women with mental illness/substance abuse and are involved with the criminal justice system.</i>	412-350-7337 <a href="http://www.alleghenycounty.us/dhs/justicerelatedservices.aspx">www.alleghenycounty.us/dhs/justicerelatedservices.aspx</a>	Pittsburgh Allegheny Cty.
<b>Allegheny County Jail</b> 950 Second Avenue Pittsburgh, PA 15219 <i>visiting schedules are subject to change at any time, family and friends are encouraged to call ahead</i>	(412) 350-2000 <a href="http://www.alleghenycounty.us/jail/visitorsinformation.pdf">www.alleghenycounty.us/jail/visitorsinformation.pdf</a>	Downtown Allegheny Cty.
<b>Amachi Pittsburgh</b> 100 West Station Square Dr., Suite 621 Pittsburgh, PA 15219 <i>Works w/ faith &amp; community based partners to empower children and families regarding parental incarceration</i>	(412) 281-1288 <a href="http://www.amachipgh.org">www.amachipgh.org</a>	Downtown Allegheny Cty.
<b>Big Brothers Big Sisters of Greater Pittsburgh, Inc</b> 5989 Centre Ave. Pittsburgh, PA 15206 <i>Mentors for children ages 6 through 13 whose parents or immediate family members have been incarcerated.</i>	412-363-6100 <a href="http://www.bbbspgh.org">www.bbbspgh.org</a>	East Liberty Allegheny Cty.
<b>Communities in Action for Peace</b> University of Pittsburgh 158 Trees Hall, Pittsburgh, PA 15261 <i>promotes healthy communities by reducing violence &amp; its causes in a non-traditional culturally sensitive way</i>	(412) 648-1776 <a href="http://www.pghfree.net/~capeace/">www.pghfree.net/~capeace/</a>	
<b>Domestic Abuse Counseling Center</b> 116 Fifth Ave. McKeesport Pa 15132 <i>domestic violence treatment for adult men and women who are abusive; court-mandated and voluntary</i>	(412) 678-1055 <a href="http://www.dacc.net">www.dacc.net</a>	South Side No Restrictions 23+ locations throughout SW PA
<b>Families Outside</b> Family Services of Western PA 6401 Penn Avenue, Second Floor, 15206 <i>low cost transportation to most State and Federal prisons in PA</i>	(412) 661-1670 ext.628 <a href="http://www.fswp.org">www.fswp.org</a>	Allegheny Cty,
<b>Family Resources</b> 141 South Highland Avenue Pittsburgh, PA 15206, <a href="http://www.familyresourcesofpa.org">www.familyresourcesofpa.org</a> <i>prevention &amp; treatment (therapy, conflict management, anger management) surrounding child abuse/neglect</i>	(412) 363-1702 (877) 927-6596 <a href="http://www.familyresourcesofpa.org">www.familyresourcesofpa.org</a>	East Liberty Downtown McKeesport Allegheny Cty.
<b>Lydia's Place</b> Affiliate of Renewal, Inc. 700 Fifth Avenue, 4th Floor 15219 <i>Provides programs for incarcerated offenders or exoffenders, their children, and the children's caregivers.</i>	(412) 697-0880 <a href="http://www.lydiasplace.org">www.lydiasplace.org</a>	Allegheny Cty.
<b>Mon Valley Initiative, SPARC</b> 305 East 8th Avenue Homestead, PA 15120 <i>works with ex-offenders on needs that they may have</i>	(412) 464-4000 <a href="http://www.monvalleyinitiative.com">www.monvalleyinitiative.com</a>	Homestead Mon Valley

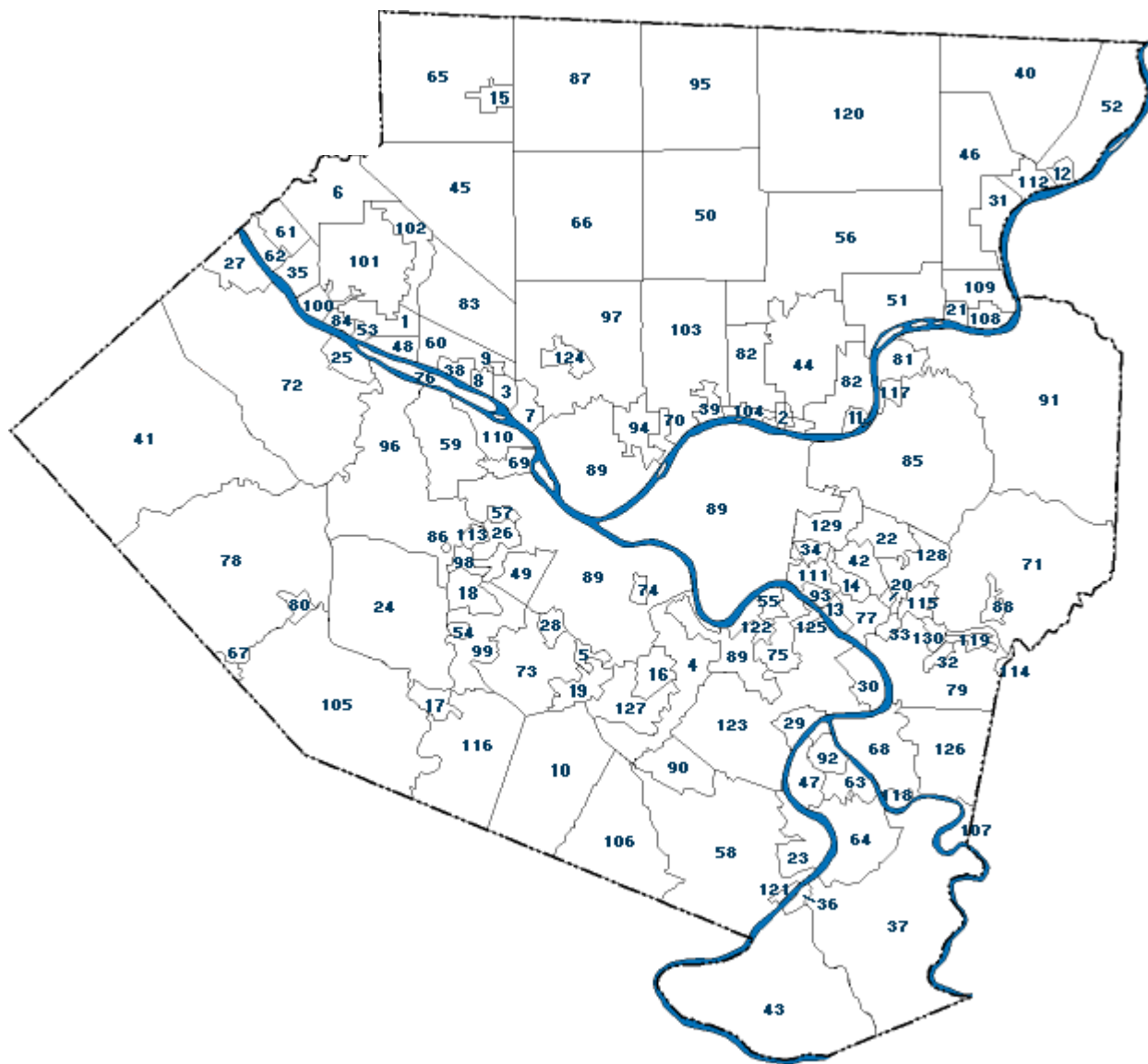
<b>Pittsburgh Action Against Rape (PAAR)</b> 81 South 19th Street Pittsburgh, PA 15203 <i>crisis intervention and counseling for adult and child victims of sexual assault</i>	(412) 431-5665 (866) 363-7273 <a href="http://www.paar.net">www.paar.net</a>	Southside	Primarily Allegheny Cty.
<b>Pittsburgh Community Services, Inc.</b> 249 North Craig Street Pittsburgh, PA 15213 <i>intensive case management for those with criminal backgrounds to help them reach a life of self sufficiency</i>	(412) 904-4700 <a href="http://www.pghcsi.org">www.pghcsi.org</a>	Oakland	City of Pgh.
<b>Pittsburgh Initiative to Reduce Crime</b> City County Building Pittsburgh, PA 15219 <i>for individuals involved with gangs or violent street groups trying to move beyond that lifestyle</i>	(412) 255-2374 <a href="http://www.pittsburghpa.gov/publicsafety/pirc/">www.pittsburghpa.gov/publicsafety/pirc/</a>	Downtown	City of Pgh.
<b>Safe Start</b> <b>Allegheny County Department of Human Svcs</b> One Smithfield St. Pittsburgh, PA 15222 <i>reduce violence in the community, identify&amp;successfully intervene in the lives of children impacted by violence</i>	(412) 350-2770 or 2775 <a href="http://www.alleghenycounty.us/dhs/safestart.aspx">www.alleghenycounty.us/dhs/safestart.aspx</a>		Allegheny Cty.
<b>"Stop the Violence &amp; Heal the Hurting"</b> <b>Divine Intervention Ministries/</b> <b>Central Baptist Church, 2200 Wylie Avenue, Pittsburgh, PA 15219</b> <i>info &amp; referrals which helps hurting families who have lost children to violence get the resources they need</i>	(412) 621-0622 <a href="http://www.divineinterventionministries.org">www.divineinterventionministries.org</a> * promotes violence prevention	Hill District	No Restrictions
<b>The Program for Offenders, Inc.</b> <b>564 Forbes Avenue, Suite 930, 15219</b> <i>Provides supportive services to male and female offenders and their children.</i>	(412) 535-4310 <a href="http://www.tpfo.org">www.tpfo.org</a>	Downtown	Allegheny Cty.



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Crafton Heights (15205).....	C4, D4	Oakland (15213)	
Duquesne Heights (15211).....	D4, E4	Central Oakland.....	G4
East Allegheny .....	F3	North Oakland.....	G3, G4
East Carnegie (15106).....	C5	South Oakland.....	G4
East Hills (15221).....	J3	West Oakland.....	G4
East Liberty (15206).....	H3, I3	Oakwood.....	C4, C5
Elliott (15220).....	D4	Overbrook (15234/15227).....	E6, F6, E7, F7
Esplen (15204).....	C3, D3	Perry North (15214).....	E1, E2
Fairywood .....	B3, C3, B4, C4	Perry South (15214).....	E2, E3
Fineview (15212).....	E3	Point Breeze (15208).....	I3, I4
Friendship .....	H3	Point Breeze North (15208).....	I3, I4
Garfield (15224).....	H3	Polish Hill (15219).....	G3
Glen Hazel (15207).....	H5, H6	Regent Square (15218).....	I4
Golden Triangle.....	E4	Ridgemont.....	D4, D5
Greenfield (15207).....	H5	Shadyside (15232).....	G3, H3, H4, I3
Hays (15207).....	G6, H6, H7	Sheraden (152104).....	C3, D3
Hill District (15219)		South Shore.....	E4
Hill/Crawford Roberts.....	F4	Southside Flats (15203).....	F4, F5, G4, G5
Middle Hill.....	F4, G3, G4	Southside Slopes (15203).....	F5, G5
Upper Hill.....	G3	Spring Garden (15212).....	F2, F3
Bedford Dwellings.....	G3, F4	Spring Hill-City View (15217).....	E2, E3, F2, F3
Terrace Village.....	F4, G4	Squirrel Hill North (15217).....	H4, I4
Homewood North (15208).....	I3, J3	Squirrel Hill South (15217).....	H4, H5, I4, I5
Homewood West (15208).....	I3	Stanton Heights (15206).....	H2
Knoxville (15210).....	F5	St. Clair (15210).....	F5, G5
Lawrenceville (15201)		Strip District (15222).....	F3, F4
Central Lawrenceville.....	G2, H2, G3	Summerhill (15214).....	E1, E2
Lower Lawrenceville.....	G3	Swisshelm Park (15218).....	I5
Upper Lawrenceville.....	G2, H2	Terrace Village.....	F4, G4
Lincoln Lemington Belmar (15206).....	I2, I3, J2, J3	Troy Hill (15212).....	F3
Lincoln Place (15206).....	H7, I7	West End (15220).....	D4
Marshall-Shadeland (15036).....	D2, D3, E2, E3	Windgap (15204).....	C3
Manchester (15233).....	E3		

# County Map by Municipality



1. Aleppo Township
2. Borough of Aspinwall 15215
3. Borough of Avalon 15202
4. Borough of Baldwin 15227
5. Baldwin Township 15226
6. Borough of Bell Acres
7. Borough of Bellevue 15202
8. Borough of Ben Avon 15202
9. Borough of Ben Avon Hts.
10. Municipality of Bethel Park 15102
11. Borough of Blawnox 15238
12. Borough of Brackenridge 15014
13. Borough of Braddock 15104
14. Borough of Braddock Hills 15221
15. Borough of Bradford Woods 15015
16. Borough of Brentwood 15227
17. Borough of Bridgeville 15017
18. Borough of Carnegie 15106
19. Borough of Castle Shannon 15234
20. Borough of Chalfant 15112
21. Borough of Cheswick 15024
22. Borough of Churchill 15235
23. City of Clairton 15025
24. Collier Township 15106
25. Borough of Coraopolis 15108
26. Borough of Crafton 15205
27. Crescent Township 15046
28. Borough of Dormont 15216
29. Borough of Dravosburg 15034
30. City of Duquesne 15110
31. East Deer Township 15030
32. Borough of East McKeesport 15035
33. Borough of East Pittsburgh 15112
34. Borough of Edgewood 15218
35. Borough of Edgeworth 15143
36. Borough of Elizabeth 15037
37. Elizabeth Township 15018
38. Borough of Emsworth 15202
39. Borough of Etna 15223
40. Fawn Township 15084
41. Findlay Township 15136
42. Borough of Forest Hills 15221
43. Forward Township 15063
44. Borough of Fox Chapel 15238
45. Borough of Franklin Park 15143
46. Frazer Township 15084
47. Borough of Glassport 15045
48. Borough of Glenfield 15143
49. Borough of Green Tree 15220
50. Hampton Township 15101
51. Harmar Township 15024
52. Harrison Township 15065
53. Borough of Haysville 15143
54. Borough of Heidelberg 15106
55. Borough of Homestead 15120
56. Indiana Township 15051
57. Borough of Ingram 15205
58. Borough of Jefferson Hills 15025
59. Kennedy Township 15108/15136
60. Kilbuck Township 15202
61. Leet Township 15033
62. Borough of Leetsdale 15056
63. Borough of Liberty 15133
64. Borough of Lincoln 15207
65. Marshall Township 15036
66. Town of McCandless 15090
67. Borough of McDonald 15057
68. City of McKeesport 15132
69. Borough of McKees Rocks 15136
70. Borough of Millvale 15209
71. Borough of Monroeville 15146
72. Moon Township 15108
73. Municipality of Mt. Lebanon 15228
74. Borough of Mt. Oliver 15210
75. Borough of Munhall 15120
76. Neville Township 15225
77. North Braddock Borough 15104
78. North Fayette Township 15057
79. North Versailles Township 15137
80. Borough of Oakdale 15071
81. Borough of Oakmont 15139
82. O'Hara Township 15238
83. Ohio Township 15237
84. Borough of Osborne 15143
85. Municipality of Penn Hills 15235
86. Pennsbury Village
87. Pine Township 15090
88. Borough of Pitcairn 15140
89. City of Pittsburgh
90. Borough of Pleasant Hills 15236
91. Borough of Plum 15239
92. Borough of Port Vue 15133
93. Borough of Rankin 15104
94. Reserve Township 15212
95. Richland Township 15044
96. Robinson Township 15136
97. Ross Township 15237
98. Borough of Rosslyn Farms 15106
99. Scott Township 15106
100. Borough of Sewickley 15143
101. Borough of Sewickley Hts.
102. Borough of Sewickley Hills
103. Shaler Township 15116
104. Borough of Sharpsburg 15215
105. South Fayette Township 15017
106. South Park Township 15129
107. South Versailles Township 15208
108. Borough of Springdale 15144
109. Springdale Township 15049
110. Stowe Township 15136
111. Borough of Swissvale 15218
112. Borough of Tarentum 15084
113. Borough of Thornburg 15205
114. Borough of Trafford
115. Borough of Turtle Creek 15145
116. Upper St. Clair Township 15241
117. Borough of Verona 15147
118. Borough of Versailles 15132
119. Borough of Wall 15148
120. West Deer Township 15024
121. Borough of West Elizabeth 15088
122. Borough of West Homestead 15120
123. Borough of West Mifflin 15122
124. Borough of West View 15229
125. Borough of Whitaker 15120
126. Borough of White Oak 15131
127. Borough of Whitehall 15227/15236
128. Wilkins Township 15145
129. Borough of Wilkinsburg 15221
130. Borough of Wilmerding 15148